



NEW ACCOUNTS SUPERVISOR

Farmers Bank & Trust in Great Bend is looking for a full-time employee in our New Accounts Department. This is an excellent opportunity for someone with good communication and computer skills, a commitment to quality, and a desire to help others. This employee must have a positive attitude, be self-motivated, have the ability to multi-task, be detail-oriented and accurate, as well as a dependable team player.

Essential Functions include:

- Provides exceptional customer service to internal and external customers by accurately and courteously addressing customer questions and processing customer requests. Addresses difficult customer complaints and issues.
- Directly supervises regular full-time and part-time employees. Carries out supervisory responsibilities in accordance with the Bank's policies and applicable laws. Responsibilities include interviewing and hiring employees; providing thorough training for employees; planning, assigning, and reviewing work; scheduling employees; issuing oral instructions; coaching and disciplining employees; monitoring and evaluating performance; setting and adjusting pay, and approving time sheets.
- Processes opening new accounts including Checking, Savings, Certificates of Deposit, Individual Retirement Accounts, business accounts, safe deposit boxes; processes various services including overdraft protection, transfers, etc.
- Answers incoming telephone calls; determines the purpose of calls; answers customer inquiries or appropriately forwards calls; handles complicated questions, matters, and upset customers. Answers and troubleshoots electronic banking calls.
- Participates in various meetings, assists with project implementations, continuing education trainings, and other projects as directed by the Chief Operations Officer.

Requirements include the following: two or more years of prior Customer Service or New Account opening experience, general banking experience; or equivalent combination of education and training. We offer competitive wages in a friendly atmosphere.

Applications may be printed online at www.farmersbankks.com

Please return completed applications to:

ATTN: HUMAN RESOURCES

P.O. BOX 267

GREAT BEND, KS 67530

FAX (620) 792-6925

or email to: humanresources@farmersbankks.com

**FARMERS BANK AND TRUST IS AN EQUAL OPPORTUNITY EMPLOYER –
Minority/Female/Veteran/Disability**