



Position Description

Title: Customer Representative
Department: Retail Banking
Reports to: Financial Center Manager

Summary:

Customer Representatives are expected to demonstrate an understanding of and a commitment to our core values, the attitude and aptitude to engage in continuous development, the discipline and work ethic to achieve consistent excellence, and the ability to provide exceptional customer experiences to our customers and the communities we serve.

Primary Responsibilities and Duties:

(The essential duties and responsibilities listed above are representative of the job requirements but, are not meant to be all-inclusive or prevent other duties from being assigned as necessary)

- Continually promote company products and services to customers and prospects for expanded business and referrals, to assist in the continuing growth of The First.
- Initiate and maintain customer contact through a variety of methods, including but not limited to customer interaction in the branch, on the phone, and attending various customer visits and community events.
- Actively participate in regular sales and office staff meetings, and other motivational activities.
- Actively participate in the proactive selling process within the bank, utilizing the marketing resources and other various tools and reports.
- Establish good relationships with other departments to ensure these goals are met.
- Consistently meet or exceed established referral goals as set by management.
- Meets customer service standards when working with customers on the phone or in person.
- Handles all deposit and loan transactions in accordance with bank policy. Follows security procedures according to bank guidelines.
- Balance cash drawer within the limits of the cash difference policy.
- Complies with all federal, state and bank regulations/laws as appropriate for the job function.
- May perform a variety of other branch and clerical duties such as balancing and servicing the Vault.

Position Requirements:

High School Diploma or GED
Previous customer service experience preferred
Cash handling experience preferred
Ability to work well in a team environment