

Peoples

Bank and Trust

The following position is now available at the McPherson branch of Peoples Bank and Trust. Please follow the instructions at the end of this notice in order to apply.

POSITION TITLE

Customer Service Representative (Full-Time, Non-Exempt)

ROLE

This position works in direct contact with valued bank customers in a professional environment. This position is responsible for basic administrative, technical and professional work within the retail department. These responsibilities include recommending products and services to customers in order to provide them with a better banking experience.

ESSENTIAL FUNCTIONS

This position is responsible for the following functions:

Customer Service

- Engage customers according to bank benchmark service standards
- Foster ongoing relationships to improve customer commitment
- Recommend products to customers based on financial profile
- Respond to customer requests by providing simple and knowledgeable guidance to resolve issues, escalating to other partners and teammates when necessary
- Project a favorable image of the bank to the community
- Provide basic business services; serving sole proprietorships and beneficial ownerships
- Open and maintain personal accounts for customers

Sales

- Demonstrate a commitment to bank's sales philosophy
- Cultivate additional business through promotion of products and services to achieve company goals
- Participates in branch sales activities
- Collaborate with other retail departments to fulfill identified financial opportunities
- Maintain customer needs analysis and assess customers' overall financial needs
- Follow up, when appropriate, to present products and services that will meet the customers' overall financial goals

Relationship Management

- Initiate and maintain customer contact through a variety of methods, including but not limited to customer interaction, call activity and community involvement
- Build and maintain professional working relationships with other internal departments to drive sales and referrals and ensure customer satisfaction is achieved

Compliance

- Follow all internal processes and procedures
- Gather necessary information and documentation to open personal accounts
- Understand and utilize Business Customer Identification Program
- Comply with branch regulations
- Participate in required compliance training
- Adhere to bank security procedures

Various other responsibilities as assigned by supervisor

QUALIFICATIONS

EDUCATION/CERTIFICATION: High School Diploma or equivalent required

REQUIRED KNOWLEDGE: Basic knowledge and understanding of business services offered by Peoples Bank and Trust, knowledge of sole proprietorships, beneficial ownerships, Business Customer Identification Program processes, understanding of policies and procedures of Peoples Bank and Trust as related to services provided

EXPERIENCE REQUIRED: 2+ years banking experience preferred

SKILLS/ABILITIES: Attention to detail, ability to assess business operations to determine customer needs and make recommendations, strong written and verbal communication skills, self-motivation, self-management, problem solving, organized, analytical, interpersonal, customer relationship building, time management, computer literacy and strong ability to multi-task

How to Apply:

All interested individuals are welcome to apply for this job opportunity. In order to apply, you may complete one of the following options:

- Submit your application using the following web-link:
https://form.jotform.com/SyndeoHRO/PBT_Application
- Notify the bank of your interest via email at PBTNewHire@syndeohro.com