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JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE POSITION OPEN

DEPARTMENT: Deposit Operations
LOCATION: Orange County (Paoli, Indiana & French Lick, Indiana)
CLASSIFICATION: Non - Exempt
REPORTS TO: Banking Center Manager
SUPERVISES: No supervisory responsibilities
JOB SUMMARY: Provides exceptional customer service and maintains a customer focused culture.

MAJOR DUTIES & RESPONSIBILITIES:

- Is responsible for comprehensive, prompt and efficient customer transactions. Receives & cashes checks and cash for accounts, verifies amounts and examines checks for proper completion, and enters transactions into computer records.
- Balances cash drawer and compares totals to computer-generated sheet. Reports any discrepancies to the supervisor immediately.
- Accepts a variety of customer requests, such as account holds, stop-payment orders, address changes and similar special services.
- Issues travelers cards, gift cards, cash advances, and other customer request.
- Promotes and explains financial institution services and products based on customers needs, within compliance of financial institutions standards.
- Identifies cross-sell opportunities and refers customer to appropriate sales member.
- Assists in the night depository function.
- Ensures deposit area is properly stocked with forms, supplies, etc.
- Performs Branch Capture of transactions.
- Continually increases product and service knowledge, to meet customer demands.
- Makes product and service recommendations to Banking Center Managers.
- Responsible for complying with all financial institutions policies and procedures.
- Actively achieves individual sales, referral, operational, and community involvement goals.
- Has the ability to perform new account activities, back-up head personal banker, ATM oversight, EFT, etc...
- Performs other duties as assigned.

EDUCATION & EXPERIENCE:

- High school diploma or equivalent.
- Two or more years of personal banker experience (including completion of in-house training)
- Proven ability to cross-sell, perform new account activities, and/or other higher level activities (ATM, EFT, etc...)
- Good interpersonal communication, organizational, mathematical and computer skills.

E.O.E.