



THE NATIONAL  
BANK OF INDIANAPOLIS

## **JOB POSTING**

**Position: Customer Service Representative**

**Department: Varies**

**Reports To: Banking Center Manager**

### **Purpose of Position –**

Operates a teller's window by providing prompt, efficient, accurate and high quality customer service, representing the Bank in a courteous, professional manner. Remains alert to customer needs, cross-selling or referring the customer to appropriate staff as needed.

### **Essential Functions include, but are not limited to:**

- ◆ Provides high quality customer service to Bank clients
- ◆ Maintains basic knowledge of Bank services and products
- ◆ Evaluates customer product/service needs to ensure client satisfaction and refers transactions to appropriate departments as needed
- ◆ Provides clients with accurate account, product or service information
- ◆ Processes checking and savings transactions, negotiable instruments (i.e. Official Checks, Money Orders, and Traveler's Checks), Tax payments, Loan payments and Safe Deposit Box rental payments in a timely, accurate manner
- ◆ Sells and redeems U.S. Savings Bonds
- ◆ Complies with bank policies and observes proper security procedures to prevent Bank fraud
- ◆ Maintains a working knowledge of bank regulations and adheres to them (i.e., privacy policy, Reg CC, CTRs, MIL and SARs)
- ◆ Admits customers to safe deposit boxes
- ◆ Answers customer inquiries and gives balances
- ◆ Balances transactions at end of day and verifies cash totals

### **Requirements –**

- ◆ High School Diploma or equivalent
- ◆ Minimum of six months cash handling experience
- ◆ High degree of accuracy and attention to detail
- ◆ Proven customer service skills
- ◆ Basic computer/terminal knowledge
- ◆ Interpersonal skills to represent the Bank in a positive way in dealing with customers and other employees
- ◆ Successful completion of teller training and any other compliance training deemed necessary by the Bank
- ◆ Ability to interpret data and identify problems

**The National Bank of Indianapolis is an Equal Opportunity Employer**