



## **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Representative -

**LOCATION:** Chester, MD

The Customer Service Representative is responsible for opening a variety of new accounts for customers including checking, IRA, CD and others; collecting required information from new account customers and completing account set up process including data input, verifying references, and documentation; providing information and answering questions regarding interest rates, fees, and bank policies; completing process to transfer accounts for customers, if needed; making appropriate referrals to cross-sell a variety of bank services; providing support to all assigned areas of branch operations where service or assistance is needed, including the teller-line, ATM management and vault duties.

### **DUTIES AND RESPONSIBILITIES:**

- Performs intermediate/advanced duties and supports related to branch operational activities that include opening and servicing consumer/personal accounts including checking, savings, safe deposits, Individual Retirement Accounts and CDs for customers.
- Provides leadership, training, and support to less experienced branch staff members.
- Assists with audits of branch cash performed at the direction of the Branch Manager, if
- Assures compliance with all Bank policies, procedures and processes, all applicable state and federal banking laws, rules, and regulations.
- Adheres to Bank Secrecy Act (BSA) responsibilities that are specific to the position.
- Completes administrative tasks correctly and on time; supports the Bank's goals and values.
- Performs other related duties as assigned by management.

### **QUALIFICATIONS:**

- High school diploma or general education degree two years of related experience and/or training. Work related experience should consist of banking customer service.
- Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Strong skills in keyboarding and personal computer operation; word processing and spreadsheet software.
- Ability to multi-task and strong attention to detail.
- Basic math skills; ability to calculate interest and balance accounts;.
- Effective verbal, written and interpersonal communication skills with the ability to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Good organizational and time management skills.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Frequently required to stand, walk, sit and utilize hand and finger dexterity.

Please email resume or completed application to [HR@queenstownbank.com](mailto:HR@queenstownbank.com).

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