



WESTERN STATE BANK

Member FDIC

CUSTOMER CARE REPRESENTATIVE

Excellent opportunity for an experienced individual with demonstrated customer service skills and a passion to help people! Will be responsible for successfully assisting customers with a variety of banking tasks in-person and over the phone ranging from simple account balances, to performing wire transfers, to beginning the account opening process. This individual will play a large part in protecting the bank's image, ensuring positive customer experiences and contributing to the achievement of the bank's overall goals and objectives.

This Full Time position includes the following benefits:

Competitive pay, matching 401K, BCBS health and dental coverage, opportunities for advancement, paid holidays (10+ per year!), and vacation days awarded upon start date.

Requirements:

- Excellent customer service skills with a desire to help people
- Excellent communication skills, bilingual abilities are preferred
- Work successfully in a team environment as well as independently
- Be comfortable in a multi-tasking environment
- Organized and detailed-oriented
- Passion for hospitality
- High School Diploma

Duties and Responsibilities:

- Maintain a high degree of confidentiality with customer information.
- Understand the bank's policies and propose solutions to customer problems, and also possess in-depth knowledge of the company's products/services so that the customers can be correctly informed.
- As the first line of contact customers have with the bank, customer care representatives are expected to be courteous, friendly, helpful and neatly dressed at all times.
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.
- Effective listening skills demonstrated by the ability to listen to other people talk without interruptions, understand them and then propose solutions or make contributions based on the points made.
- Carefully follow bank Customer Information Program (CIP) procedures in order to identify each customer.
- Receive and respond to customer service account inquiries on account balances, transaction details, check ordering, debit cards, statements, fees and charges.
- Identify customer needs and be able to refer customers to appropriate departments or representatives over the phone and in-person.
- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the bank.
- Assist supervisor(s) with projects and reporting.