

## **Customer Service Representative**

Reports to the Zimmerman Branch Manager

Pay Range: \$17-\$18/hour, 30-35 hours/week

First National Bank of Milaca is seeking a qualified candidate to fill a Customer Service Representative position at our Zimmerman branch location. This position serves customers in multiple areas of the bank to include retail banking and lending. This person will open new deposit accounts, service existing bank deposit customers/accounts, and perform all teller related duties. This person may also assist the Branch Manager in obtaining required information and documentation pertaining to commercial, consumer, and mortgage loans.

Job Responsibilities include, but are not limited to:

- Assisting customers in opening new deposit accounts, recognizing needs-based sales opportunities, and makes referrals for loans or other banking products/services.
- Accepting all types of account maintenance including but not limited to: stop payments, address changes, research requests, ordering checks, and wire transfers.
- Completing customer service requests in person and via incoming phone calls.
- Maintaining and balancing a cash drawer, following dual control policies and procedures.
- Receiving checks and cash for deposit to savings and checking accounts, verifying deposit amounts, examining checks for endorsement and negotiability. Examining cash for validity and processing transactions. Receiving payments for loans and prepares appropriate entries.
- Assisting customers with online banking questions and accessing their safety deposit box.
- Ensuring bank compliance with file and new account maintenance.
- Must be very detailed orientated and prioritize confidentiality in maintaining customer information.
- Professionally greets customers in a friendly manner as they enter and leave the lobby.
- Assist Lender in collecting support documentation for all loans and follows up on collateral and financial tracking items as needed.
- Must be able to work 1 or 2 Saturday mornings per month.

2 years of banking experience is preferred. Candidate must demonstrate excellent oral and written communication skills, demonstrate excellent customer service and math competency skills along with the ability to understand and trouble shoot complex monetary transactions.

First National Bank of Milaca is an equal opportunity employer and offers a competitive salary and benefit package. Qualified candidate may submit a cover letter and resume via email to [sara.welch@fnbmilaca.com](mailto:sara.welch@fnbmilaca.com) or mail to First National Bank of Milaca, Attention Sara Welch at PO Box 38, Milaca, MN 56353.