

Full-Time Customer Service Representative/Teller

Reports to the Gilman Branch Manager

Pay Range: \$17-\$18/hour

First National Bank of Milaca is seeking a qualified candidate to fill a full-time Customer Service Representative/Teller position at our Gilman 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.

Job Responsibilities include, but are not limited to:

- Maintaining and balancing a cash drawer, following dual control policies and procedures.
- Processing transactions including cashing checks, issuing cashier's checks and receiving deposits and loan payments.
- 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.
- 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.
- 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 or mail to First National Bank of Milaca, Attention Sara Welch at PO Box 38, Milaca, MN 56353.