



Customer Service Manager (CSM)

First Resource Bank, headquartered in Exton, PA, is looking for a fun, energetic leader to manage the day to day operations, customer experience and overall development of the branch personnel.

At First Resource, you will enjoy an incredible family-style atmosphere where all the employees know each other, and the bank is extremely involved in the community. Our excellent benefits package reflects how our employees truly come first and the education you will receive about the banking industry is second to none. Because we are rapidly growing, there are many opportunities for advancement.

We value experienced individuals who are still willing to learn and are ambitious to challenge themselves to get to that next level in their career. If you have leadership, banking or military experience, we highly encourage you to apply! You would work in incredible facilities with ground breaking, uniquely designed products and services, alongside an amazing team who really want to make a difference.

We offer:

- Excellent annual compensation commensurate with experience.
- Health, dental, short & long term disability and life insurance.
- Enrollment in 401K plan with company contribution (after 6 months of service).
- Optional enrollment in ESPP stock plan (after 6 months of service).
- Ability to earn additional income in the quarterly discretionary bonus plan.
- Paid time off.
- Additional days off for Federal Holidays.

The Customer Service Manager (CSM) is a key leadership position in our 13-year-old community bank.

Primary duties include:

- Conduct daily time management and leadership meetings with the team.
- Ensure operational, compliance, BSA and other standards of excellence are achieved.
- Ensure accounts are opened, funded and serviced in an accurate and timely manner.
- Ensure that the bank's customer service and experience standards are exceeded.
- Disseminate information to your team accurately, quickly and thoroughly.
- Participate in networking events and other business development activities.
- Meet individual development goals as assigned.
- Assist in leading the branch team to meet development goals.
- Other duties as assigned.

Skills / Requirements:

- 5+ Years of retail branch bank experience preferred.
- High school diploma or military equivalent.
- Excellent leadership, training and motivational skills.
- A natural drive for excellent customer service and follow-up.
- Proactive, energetic attitude to communicate as well as review current procedures and suggest improvements.
- Ability to educate clients on our products and services.
- Welcomes challenges head on, with a positive, fun, team-first attitude.
- Flexible schedule and ability to travel locally.
- Proficient in Microsoft office products, particularly Excel and Word.
- Experience with Jack Henry and Profit stars systems is preferred.
- Volunteerism in the community is encouraged.

Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply
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