



Customer Service Representative

First Resource Bank, a thriving community bank headquartered in Exton PA and recognized as one of the "Best Places to Work", is seeking a motivated full-time Customer Service Representative

The Customer Service Representative is a detailed-oriented team member who helps the Bank build an army of raving fans. Primarily, this team member processes deposits, withdrawals, and check requests, along with opens and maintains deposit accounts. Operational excellence is the top priority of this team member because, without it, the Bank cannot grow. A secondary focus is stimulating deposit growth. They help grow deposits by providing hospitable service, uncovering banking needs, offering educated solutions, and asking for online reviews and referrals.

Essential functions/responsibilities:

- Greet people promptly, professionally, and invitingly by phone, email, and in person
- Interact with people constructively and inclusively
- Intentionally engage people in thoughtful conversation
- Operate a balanced cash teller drawer
- Process account transactions, such as deposits, withdrawals, transfers, and cashier check requests
- Open deposit accounts and ancillary products and services, such as online banking access, debit card, check books
- Perform file maintenance on deposit accounts and customer information files
- Identify and address the root causes of issues to achieve first call resolution and prevent issues from reoccurring
- Proactively follow up with people regarding any outstanding action items
- Meet or exceed all deposit growth goals by contributing leads and business opportunities
- Maintain accurate and timely documentation of deposit growth efforts on pipeline worksheet
- Speak competently with customers and prospects about the benefits of the deposit products and services that meet their individual needs
- Ask pointed questions of customers and prospects to uncover and understand their banking needs and recommend the appropriate products and services through in-person interactions and outbound calling efforts
- Maintain operational compliance and excellence by executing all written policies and procedures, with a priority focus on our Security, CIP, and BSA/AML policies and procedures
- Understand the reason behind each policy and procedure that you execute so that you can think critically about them
- Ask probing questions of customers and prospects to identify the deposit dollars, products and services that they have at other financial institutions to expand your branch's customer base
- Ask customers and prospects for additional business, referrals, and online reviews
- Respectfully question status quo to uncover opportunities to do better
- Make informed suggestions for every problem or opportunity you uncover
- Actively participate in team meetings
- This position is an in-office position and can not be performed remotely

Competencies:

- Proficient written and verbal communication
- Ability to educate clients on our products and services
- Ability to work a minimum of 2 Saturdays each month
- Welcomes challenges head on, with a positive, fun, team-first attitude
- Flexible schedule and ability to travel
- Proficient in Microsoft office products, particularly Excel and Word
- Experience with Jack Henry and Profit stars systems is preferred
- Active listening, amiability, humility, inquisitiveness, initiative, adaptability, result-orientation
- Active volunteerism in the community is encouraged

Supervisory Responsibilities:

- None

Education and Experience:

- High school diploma or equivalent
- 2+ years of customer service experience required
- 2+ years of banking experience preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 50 pounds at times

First Resource Bank is an Equal Opportunity Employer

Please click on link to apply:

<https://recruiting.paylocity.com/recruiting/jobs/All/03c33d56-8789-45c2-bf68-69ba32f70460/First-Resource-Bank>