



Customer Service Representative (CSR)

First Resource Bank, headquartered in Exton PA, is looking for a fun, energetic customer focused team member to help deliver raving fan service to the bank's client base.

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 benefit 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 a brand new facility 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 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
- Hourly position, not exempt from overtime
- Paid time off
- Additional days off for Federal Holidays

Primary duties include:

- Learn how to deliver, and execute Top Level Raving Fan service.
- Run a teller window including taking deposits and withdrawal requests, cashier's checks and other teller duties
- Perform platform customer services related tasks like opening accounts, researching and resolving problems, sending wire transfers and other customer service duties.
- Learn more about the banking needs of our clients and prospects and help educate them on the bank's incredible products and services.
- Uphold the bank's high standard of operational excellence.
- Serve on internal bank committees as needed.
- Meet development, operational, compliance BSA and other goals as assigned.
- Ensure accounts are opened, converted and serviced in an accurate and timely manner.
- Reports to and supports the Customer Service Manager as needed.
- Other duties as assigned.

Skills / Requirements:

- 3+ Years of retail branch bank experience or military equivalent.
- A natural drive for excellent customer service and follow up.
- 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.
- Proficient in Microsoft office products particularly Excel and Word
- Experience with Jack Henry and Profit stars systems is preferred
- Active in volunteerism in the community is encouraged

First Resource Bank is an Equal Opportunity Employer

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