



## Customer Service Representative (CSR)

First Resource Bank, headquartered in Exton PA, is looking for a detailed-oriented team member to help us build an army of raving fans.

Primarily, this Customer Service Representative 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.

### Primary duties include:

- 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.
- 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.
- 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.
- Ask probing questions of customers and prospects to identify the deposit dollars, products and services that they have at other financial institutions.
- Ask pointed questions of customers and prospects to uncover and understand their banking needs.
- Speak competently with customers and prospects about the benefits of the deposit products and services that meet their individual needs.
- 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.
- Other duties as assigned.

### Skills / Requirements:

- 2+ Years of retail branch bank experience or military equivalent
- At least 2 years of customer service experience required.
- High school diploma or equivalent
- 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.

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.

At First Resource, you will enjoy an incredible family-style, community-focused atmosphere. Our excellent benefit package reflects the respect and appreciation we have for our team members. The education you will receive at FRB about the banking industry is second to none. Because we are rapidly growing, there are many opportunities for advancement.

We offer:

- Excellent annual compensation commensurate with experience
- Health, dental, vision, short- and 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)
- Hourly position, not exempt from overtime.
- Paid time off.

Additional days off for Federal Holidays

First Resource Bank is an Equal Opportunity Employer

Send resume, cover letter and salary requirements to [HR@FirstResourceBank.com](mailto:HR@FirstResourceBank.com) to apply.