



# Independence

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## BANK

## Account Relations Specialist

### **POSITION SUMMARY**

This position is responsible for providing superior customer care, determining financial needs and services that would best suit new customers, offer products that may benefit existing customers within policies, objectives and guidelines established by the bank. Assist customers with inquiries regarding their accounts, manage customer account changes and updates.

**This position is 40 hours a week**

### **QUALIFICATION REQUIREMENTS**

Ability to type, use a 10-key, use a calculator, use a computer and appropriate software such as Word, Excel and Outlook. Knowledge of banking terminology and basic accounting principles is also needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED); two to three months related experience and/or training; or equivalent combination of education and experience.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms, and talk or employee frequently is required to walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. Specific vision requirements include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.

For a full description and a full list of physical demands needed for this position, please contact the Human Resources Department.

Independence Bank EEO/Employer/Vet/Disabled