



Customer Service Representative POSITION SUMMARY

This position is responsible for the accurate and courteous processing of internal and external inquiries and requests. Work as customer service representative in person and over the phone for the Operations Dept, aiding in different payment channels such as wire, ACH, debit card, and checks, account inquiries, statement research, and electronic banking. This position will be responsible for courteous customer service when answering calls coming through the bank's toll-free line and directing customers to the appropriate department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist customers with online banking, mobile banking, and bill pay related questions.
- Assist customers with wire and transfer requests, statement research, and all other inquiries as they pertain to deposit accounts.
- Assist Customers with Debit Card inquiries and Dispute Paperwork.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation 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) with two years bank experience preferred.

OTHER SKILLS and ABILITIES:

Ability to keyboard, use a computer and applicable software, including Word and Excel; use a 10-key, copier, and postage machine.

For a full job description and physical demands, please contact the Human Resources Department. Independence Bank EEO/Employer/Vet/Disabled