

Lake Central Bank
Teller/Customer Service Representative

The Customer Service Representative position at Lake Central Bank is a person who is on the front line of customer contact, serving as the individual who completes all their financial transactions. They are the “face of the bank” and a key component to what the bank’s reputation is built on. This is a role that requires continual attention to detail and time management.

Job Status: Full Time or Part Time Non-Exempt (Hourly)

Department: Customer Relations

Duties/Responsibilities:

- Warmly welcome customers as they arrive
- Help customers with routine financial transactions with accuracy, within the time limits and established guidelines (deposits, withdrawals, loan payments, etc.)
- Handle incoming calls/walk-in traffic regarding basic questions
- Direct incoming calls/walk-in traffic when needed, by having basic knowledge of employee’s roles to accurately connect the customer with the right employee
- Possess a strong ability to ask identifying questions to get to the core issue of a customer’s need
- Assist routine customers with safety deposit box entries
- Goes the “extra mile” to build trust relationships, customer loyalty and satisfaction
- Identify and assess customers’ needs to offer products to enhance customer satisfaction
- Assist customers with service requests on additional bank products and services (debit cards, online banking, file maintenance, etc.)
- Provide backup support in balancing various machines behind the teller line.
- All other duties as assigned

Required Qualifications:

- Strong communication and customer service skills
- Ability to build relationships with customers and proactively anticipate their needs
- Strong time management skills
- Detail-orientated
- Basic Computer Skills
- Ability to multi-task and prioritize responsibilities
- Willingness to provide coverage at either Lake Central Bank Office.

Preferred Qualifications:

- Previous banking experience
- Familiar and comfortable with electronic equipment. (cash dispensers, money counters, coin machines)

Location: Clearwater

