



## **Job Description-Customer Service Representative**

We are currently seeking a Customer Service Representative for our Rockmart office located at 1201 Nathan Dean Pkwy. The successful candidate will have the opportunity to learn and explore various retail areas of the bank.

Preferred candidates will have a high school diploma and a minimum of 2 years' experience.

### **Additionally, candidates must possess the following skills:**

- Proven customer service experience preferably in the banking industry.
- Proficiency with Microsoft Office applications including Word, Excel and Outlook
- Detail-oriented and highly organized, with the ability to multitask and prioritize responsibilities effectively.
- Ability to maintain confidentiality and handle sensitive customer information with discretion.
- Outstanding phone etiquette and communication skills.

### **Primary Job Duties:**

- Assist customers with their banking needs and inquiries in a professional and friendly manner, both in-person and over the phone.
- Open & close checking, savings, certificates of deposit and IRA accounts.
- Process customer requests for debit cards, checkbooks and other services.
- Rent safe deposit boxes.
- Ensure compliance with banking regulations, security protocols and customer privacy policies.
- Serve as a backup teller. (Must be able to conduct all duties included in the teller job description)
- Proactively promote and cross-sell bank products and services.
- Collaborate with other team members and departments to ensure a seamless customer experience.

Resumes can be submitted to [resumes@centurybanknet.com](mailto:resumes@centurybanknet.com).

Century Bank of Georgia is an Equal Opportunity Employer.