

Bank Call Center Customer Service Representative - CSR

Department: Call Center

Location: Eaton, Ohio

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Provides courteous, efficient and friendly service to all customers and staff.
- Maintains confidentiality to protect the customer and the Bank.
- Determines customer needs and identifies services to meet those needs.
- Identify cross selling opportunities and be willing to cross sell products.
- Maintains a professional image both in appearance and conversation.
- Adheres to security and transaction processing policies and procedures.
- Responsible for learning all duties within the department.

Qualifications:

- Good communication skills.
- Detail oriented.
- Professional
- Good telephone skills.
- Able to work in team environment.
- Knowledge of Windows, Microsoft Word, Microsoft Excel, etc.

Education/Experience:

- High School diploma or GED equivalent required.