

**Position Available: Part-Time Customer Care /Bank Operations Representative**

**GENERAL JOB DESCRIPTION OF PART-TIME CUSTOMER CARE / BANK OPERATIONS REPRESENTATIVE:**

Provide support to customers experiencing digital banking, balance, or account issues. Answer customer questions and provide support for customer balance inquires, account maintenance questions, consumer deposit products, online banking, mobile banking, mobile deposit, bill pay, debit card, telephone banking, and any future banking products.

Meet with customers in person as necessary to problem solve and provide insights in account and service information. Assist in internal backend processing of files and follow procedures for bank operations and systems. Complete daily activities related to operations as assigned.

Follow the Bank's established policies and procedures relating to Information Technology and Customer Information Security. The position requires regularly working with confidential bank and customer information.

Competency in computer skills such as email, Excel, Word, Teams, etc. is requested. Understands and follows departmental standards. Adheres to and assists in advancing new banking solutions as necessary.

Good verbal and written communication skills and customer service attitude skills. Excellent understanding of customer needs and impact of support related to work. Ability to prioritize multiple tasks and responsibilities while maintaining a high level of service. Effective at working in a fast-paced, dedicated team environment with shifting priorities.

A great work environment for professional development in a challenging position with opportunity to learn more on the technical and application support side of banking. Training is provided in this position and a good problem-solving personality is a plus.