

# **CUSB BANK**

## **Financial Service Representative**

### **About Us**

Over 125 years of business growth, innovation and profitability define this Iowa based banking enterprise. Locally owned with the intent to stay independent, we proudly serve Northeast Iowa with a very strong commitment to our customers. We are one of the largest independent banks in Northeast Iowa. Our commitment to customer service, business strategy, and a dynamic board of directors has proven to be the ideal combination for progressive financial success.

### **Position Summary**

Assist customers with account needs and provide customer service. Conduct financial transactions between customers and the Bank, handle routine customer inquiries and problems and maintain favorable customer and employee relations by performing the following duties. Responsible to support the bank's strategic objectives by performing duties to the highest of standards set forth by management.

### **Responsibilities**

1. Achievement and follow through of CUSB BANK's sale culture through its checking product ideals, foundations, and program.
2. Teamwork and empathy must be demonstrated towards co-workers and strategic initiatives
3. Learn to perform all activities related to the opening or closing of various types of time and demand deposit accounts.
4. Ensure prompt, efficient and courteous service in the renting of and granting access to safe deposit boxes.
5. Maintain favorable customer relations and cross-sell Bank services through needs identification thus ensuring the most positive and profitable relationship possible exists between the Bank and its customers.
6. Learn the process for receiving and processing checking and savings account transactions; mortgage and retail loan payments; Mastercard/VISA transactions. Note and verify significant information as required by Bank policy/procedure. Ensure that Bank procedures are followed when performing transactions on the teller machine and other equipment as required. Maintain favorable customer relations through proper handling of all collection and disbursement functions. Exercise discretion, judgment, and initiative regarding transaction problems and inquiries.
7. Maintain adequate working funds as required by Bank policy.
8. Learn how to issue cashiers checks, money orders, and gift cards. Process savings bond redemptions.
9. Learn to balance ATM, replenish cash supply and ensure the ATM is in working order.
10. Count, wrap and bag coins.
11. Maintain confidentiality of customer account information. Follow established policies and procedures in responding to inquiries and requests.
12. Work as a Teller or Customer Service Representative in any given location as needed.

### **Requirements**

1. High school diploma or general education degree (GED); or two to three years of relevant experience and/or training; or equivalent combination of education and experience.
2. Ability to operate the following equipment: PC and printer, telephone, calculator, copy and fax machines.

3. Working knowledge of Microsoft Office, i.e. Word, Excel, and Outlook.
4. Demonstrate math skills as required to this position which includes adding, subtracting, multiplying, and dividing.
5. Oral and written communication skills as appropriate to this position.
6. Ability to read, write and speak the English language.
7. Ability to write reports, business correspondence, and procedure manuals.
8. Reasonably regular and predictable attendance.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Benefits**

We offer a competitive hourly rate and comprehensive benefits program, including medical, prescription drug, dental, vision, 401k with company match, life insurance, paid time off, and profit sharing.

**CUSB Bank is an Equal Opportunity Employer of women, minorities, protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.**