

## **WELLS RIVER SAVINGS BANK**

### **Customer Care Center Representative**

**JOB SUMMARY:**

Provide customer service at the retail level in accordance with bank policies and procedures.

**Job Qualifications:**

**REQUIRED:**

- High School diploma or equivalent
- Good interpersonal communication and computer skills

**DESIRED:**

- Adaptability to working in the various functions of the department
- Basic knowledge of computer and phone operations, as well as the ability to operate standard office equipment

**Specific Job Functions:**

- Demonstrate knowledge of Bank operation, policies, procedures, and compliance regulations
- Answer phones, respond to customer requests, research, and resolve customer issues and follow up if warranted
- Perform and check maintenance for various applications: such as the core systems, ATM/Debit Cards and Online/Telephone Banking
- Review various reports for example: Online/Telephone banking transfers, deposit maintenance, Debit card, one-time transfer, & cross applications
- Verify information on various customer forms and applications and update customer information as needed in the appropriate computer system
- Possess the knowledge and expertise to utilize the technology and numerous systems used by the Bank
- Employee will be held accountable for staying informed on compliance regulations and comply with all laws and regulations related to the specific job function
- Perform other duties as assigned

**EXEMPTION STATUS**

Non-exempt, hourly position

**LOCATION:**

Denny House – Bradford, VT

**WORK SCHEDULE:**

This is a full time position requiring 40 hours a week including Friday evenings until 6:00pm and rotating Saturdays (9:00am until 12:00pm)

Wells River Savings Bank is a mutual savings bank with associates working in our seven offices in the Connecticut River Valley. We are an Affirmative Action EEO employer and provide opportunity for all, without regard to race, gender, color, religion, national origin, marital status, sexual orientation, gender identity, age, veteran status, military service or obligation, disability, genetic information, pregnancy, citizenship, HIV-positive status, crime victim status, or any other protected characteristic under applicable laws. We offer an excellent work environment while providing opportunities for our associates to learn and grow.