

CUSTOMER SERVICE REPRESENTATIVE

Wyoming Bank & Trust
Burns Branch
120 Main St.
Burns, WY

Reports To:
Toby Hytrek,
Senior Vice President

Dual Position
Responsibilities:
Teller

Apply Online:
Indeed.com

Full-Time
M - F
8 hour shifts

Pay Rate:
Starts at \$16/hr.

Additional Benefits:
Health insurance
Paid time off
Dental insurance
401(k)
Vision insurance
Life insurance
401(k) matching
Health savings account

OVERVIEW

RESPONSIBILITIES

The Burns Branch Customer Service Representative (CSR) position provides high level customer service and serves as a multifunctional position that supports and compliments both the Teller and Customer Service Representative positions. The CSR is required to possess in depth knowledge of all banking products, strong problem solving skills, and a commitment to customer service excellence. The CSR's responsibilities and duties include, but are not limited to :

- Promoting bank products to customers in person or over the phone
 - Online banking & bill payment
 - Mobile banking
 - Debit Card tools
- Maintaining a high level of customer service to new and established accounts with strict confidentiality.
 - Becoming familiar with banking policies and procedures for accounts on an ongoing basis.
 - Opening and maintain various types of accounts including but not limited to DDAs, Savings, HSAs, IRAs, CDs, and Safe Deposit boxes.
 - Advising on and updating consumer and business customer information accounts when requested.
- Providing assistance to Teller position by ensuring bank transactions are processed accurately and in a timely matter with strict confidentiality.
 - Requires account reconciliation experience and problem solving abilities to balance and resolve out of balance transactions.
 - Ability to learn digital processes needed to scan and organized Consumer & Business correspondence.
 - Provide customer service in person and over the phone including the ability to troubleshoot all aspects of banking products.
- Customer Service Representative and Teller position overview:
 - Primarily focused on opening new accounts and assisting customers with daily banking transactions.
 - Prior banking experience preferred, and requires self-motivation, commitment to excellent customer service, and ability to learn and help customers with all banking products and troubleshooting needs.