

# NEW ACCOUNTS CUSTOMER SERVICE REPRESENTATIVE

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Wyoming Bank & Trust  
5827 Yellowstone Rd  
Cheyenne, WY. 82009

Reports To:  
Tasha Coryell,  
Operations Supervisor

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Apply Online:  
Indeed.com



Full-Time  
M - F  
8 hour shifts

Pay Range:  
\$15 - \$19

Additional Benefits:  
Health insurance  
Dental insurance  
PTO (Paid Time Off)  
401(k)

## OVERVIEW

## RESPONSIBILITIES

Wyoming Bank & Trust's New Accounts Customer Service Representative position provides high-level customer service and new account services. A qualified candidate must have a minimum of one year prior banking experience, be self-motivated, committed to providing exceptional customer service, and eager to assist customers with various banking functions. This position will require an in depth knowledge of all banking products, experience using new account systems, ability to quickly learn our CSI system, and strong problem solving skills. This role is a full-time, Monday-Friday position, with benefits including health/dental insurance, 401k and PTO. Responsibilities and duties include, but are not limited to :

- Promoting bank products to customers in person or over the phone
  - New accounts
  - 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 account information when requested.
- New Accounts Customer Service Representative overview:
  - Primarily focused on opening new accounts and assisting customers with daily banking transactions.
  - Requires prior banking experience, self-motivation, commitment to excellent customer service, and ability to learn and help customers with all banking products and troubleshooting needs.



WYOMING  
BANK & TRUST  
SINCE 1919

