

Equal Opportunity Employer: Minorities, Women, Veterans, Disabilities.

Please view Equal Employment Opportunity Posters provided by OFCCP/DOL here.



Position Available
Location: West Branch

Full time Customer Service Representative

We are looking for a mature individual with excellent communication skills to join our team. Bank experience helpful but other customer service experience considered.

Overview:

Serves as the initial contact between the customer and the bank. Responsible for assessing and handling customers account needs, obtaining and processing customer account information, and cross selling bank products and services.

PRIMARY RESPONSIBILITIES

- Greets and acknowledges customers in a courteous and professional manner.
- Provide customer services including, but not limited to: cashing checks, receiving deposits, making withdrawals, receiving loan payments, making credit card advances, cashing savings bonds.
- Open new accounts and cross sells bank products and services following bank policies and procedures.
- Process all transactions accurately and completely.
- Maintain confidentiality of customer and bank information.
- Maintain appropriate internal controls to protect the bank's resources.
- Responsible for maintaining compliance with all applicable laws and regulations.
- Openly communicate to all departments within the bank to determine efficiencies and improvements.
- Other duties as assigned.

- Superior Benefit Package
- Excellent work environment
- Growth opportunities

Please contact John for more information at

(319)-643-3155

Check out our website: www.cstbank.com

ALL INQUIRIES ARE KEPT CONFIDENTIAL.

Community State Bank will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with Community State Bank's legal duty to furnish information. If a reasonable accommodation is needed to complete the application process, please contact Human Resources at (563) 886-6155 and let us know how we can help.