Customer Service Representative (CSR) Job Description

CSR Requirements

Accept deposits and make withdrawals within established limits.

Accept and post loan payments.

Complete requests for money orders and cashier's checks.

Accept and post stop payment orders.

Balance drawer as required with minimal outages.

Other duties include counting coin and currency, assisting with dual control of the vault, and taking care of the ATMs.

Keep work area, ATMs, and drive-thru lanes neat, organized, and clean.

Sales & Service Excellence Responsibilities

Be alert, out front and ready to greet our customers with enthusiasm and friendliness at all times to ensure a great first impression.

Strive to ensure great customer experiences through our service. Follow CPSB Service Excellence Standards with every customer and every transaction. Understand that service excellence is a priority and a requirement for all CPSB employees.

Take inbound telephone calls, answer calls promptly, and follow through with accountability to answer customer questions, limiting unnecessary transfers.

Become knowledgeable with banking products and services as they relate to this position. Maintain knowledge of the bank's convenient banking services. Be willing to share about products and services via customer communication and conversation to help Bank growth. Bring the need for additional training to the attention of the Customer Service Director.

Support the bank in its efforts to connect with the community, improve operational efficiency, maintain profitable growth, and achieve service excellence. Always look for and share about opportunities for improvement.

Compliance, Operational & Training Requirements

Follow and comply with CSR Policy and Procedures.

Follow procedures for correctly placing holds.

Participate in training and assist with any training as needed (i.e., new CRS, CSRs serving as backup New Accounts)

Complete training as assigned and required.

Other Requirements

Serve as backup for New Accounts.

Complete all other duties as assigned.

Experience Required for CSR Position

Minimum of 1 year CSR experience preferred.

Sales experience preferred.

Attention to detail and accuracy required.

Excellent communication skills.

Ability to handle people with tact, poise, and courtesy.

Job Details

Hourly position at the First Pekin Savings Bank facility. 40 hours per week, Monday –Saturday.

This position is supervised by the Customer Service Manager.

First Pekin Savings Bank, a division of Community Partners Savings Bank, is an Equal Opportunity Employer including disabled persons and veterans.