



Bilingual Teller / Customer Services Associate, full-time

Location: First Citizens State Bank - Main Branch, 207 W. Main St., Whitewater, WI 53190

Provides high-quality customer service in a friendly and efficient manner for a wide variety of member transactions, introducing new products as appropriate, and supporting the day-to-day operations according to established policies and procedures.

Responsibilities

- Handle basic transactions and answer questions in person or via telephone in a friendly, efficient, and accurate manner.
- Abide by established policies and procedures.
- Maintain knowledge of First Citizens State Bank products, services and processes.
- Introduce, promote, and sell institution products and services to customers to enhance their financial wellness.
- Balance and maintain a teller window and keep workstation organized.
- Understand member objectives by asking appropriate questions and attentively listening to member responses.
- Additional duties may include: establishing new deposit accounts, performing vault teller functions, monitoring the ATM cash balancing, providing guidance to fellow staff.

Knowledge, Skills & Abilities

- Ability to maintain composure and professionalism under pressure.
- Excellent time management skills.
- High level of confidentiality, discretion and ethical behavior.
- Attention to detail and accuracy.
- Basic computer knowledge and ability to learn new programs.
- Excellent in-person, telephone, and written communication.
- A positive attitude and desire to work as part of a team and assist colleagues and customers.

Minimum qualifications

- High School diploma.
- Bilingual in Spanish and English.
- Prior cash handling and/or customer service experience desired but not required.

Position calls for 36 to 40 hours per week. Occasional Saturday hours required.

We offer competitive pay and an exceptional benefits and leave package.

How to Apply:

Please submit application in person, by mail, or by email:

First Citizens State Bank

Attn: Amy Sexton

207 W. Main Street

Whitewater, WI 53190

asexton@firstcitizensww.com

Link to application: [Application for Employment](#). Applications may also be obtained at any of our four office locations (2-Whitewater, Palmyra, East Troy)