



Customer Service Representative

JOIN OUR TEAM!

The Customer Service Representative will facilitate positive contact and communications between customers and bank staff and perform administrative duties for the branch.

Duties & Responsibilities:

- Greets and welcomes customers and potential customers and directs them to the appropriate bank staff.
- Notifies appropriate staff when a visitor with an appointment arrives.
- Oversees and maintains waiting area, keeping it stocked with brochures, deposit slips, and withdrawal forms.
- Answers customer questions and provides general information on banking services and policies.
- Answers incoming phone calls, transfers calls, and takes messages when necessary.
- Processes and distributes incoming mail; prepares outgoing mail for pickup.
- Processes Undeliverable Fees
- Disburses UPS Shipments-Incoming and Outgoing
- Processes Address Changes for customers
- Maintains Rate Board Foreign Currency
- Attends to Safe Deposit Box with customers
 - Access Boxes with Customer
 - Maintenance to Leases
 - Mail Notice Billings
 - Past Due Payments
 - Drill Notices
 - Escheatment
- Sends Daily Bulletin
- Performs other related duties as assigned by management

Knowledge, Skills & Abilities:

- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficient with Microsoft Office Suite or similar software.
- Ability to maintain professionalism and tact in stressful situations promoting the bank in a positive image.

Education & Experience:

- High school diploma or equivalent required.
- One year of clerical and/ or Teller experience required.

How to Apply: Click here for application - [Application for Employment](#)

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

First Citizens State Bank

Attn: Human Resources

207 W. Main Street, Whitewater, WI 53190

hrservices@firstcitizensww.com

OR, printed applications may be obtained at any of our four office locations (Whitewater, Palmyra, East Troy).