



Customer Service Representative

Responsible for offering customer centered financial products and services to consumers and small businesses. Customer Service Representatives are the financial liaison in building, deepening, and retaining long-term relationships while providing superior service.

Essential Functions include the following:

1. Provides tailored solutions (establishes and expands relationships) by opening and maintaining a variety of deposit accounts and financial services.
2. Resolves product or service problems by clarifying and determining the cause of the problem, selecting and expediting the best solution, and following up to ensure resolution.
3. Ensures compliance with and keeps abreast of internal controls, operational procedures and related documentation.
4. Actively engages in and completes all learning requirements associated with position.
5. Complies with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act.
6. Requires High school diploma or equivalent.
7. Requires a minimum of 5 years customer service experience.
8. Requires a minimum of 1 year Retail Banking experience.
9. Proficient computer skills and active engagement in new technology.
10. Excellent interpersonal communication and presentation skills (written and verbal).
11. Strong analytical and problem solving skills.

Screenings will include credit and background checks. 41 C.F.R. 60-300.5(a) 12 41 C.F.R. 60-741.5(a)7

Contact heathers@citizbank.com for application.

Equal Opportunity Employer: minority/female/disability/veteran