



## Customer Relations Specialist Opening

<b>Date:</b>	March 9, 2022
<b>Position:</b>	Customer Relations Specialist
<b>FLSA Status:</b>	Non-exempt
<b>Benefits:</b>	Eligible
<b>Hours:</b>	40 hours per week/ M-F 8 am to 5 pm, some Fridays to 6 pm and rotating Saturdays
<b>Location:</b>	Waverly/Montrose

Position exists to serve bank customers by handling cash and checks, processing deposit and time account transactions, receiving loan payments, and responding to basic inquiries about products and services. Responsibilities include opening various time and demand deposit accounts, including certificates of deposits, checking accounts and savings accounts; and ensuring all applicable regulations, policies, and procedures are observed. Ability to cross-sell Bank products and services through needs-identification, thus maximizing profitable relationships is essential.

Citizens State Bank is committed to providing exceptional customer service and building life-long relationships.

### Skills/Characteristics:

- Professional demeanor
- Proven track record of reliability
- Approaches work with a flexible mindset with ability to multi-task
- Understanding of bank products and services
- Ability to follow policies and procedures
- Strong math skills and ability to balance accounts accurately
- Strong attention to detail

### Required Qualifications:

- High school diploma or general education degree (GED); or six months of related experience and/or training; or the equivalent combination of education and experience.
- Cash handling experience
- Good customer service and communication skills
- Good understanding of Microsoft Outlook, Word and Excel.

### Preferred Qualifications:

- Teller experience
- Bank customer service experience

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EOE m/f/v/d