

Position: Customer Service Representative

Job Type: Fulltime

Location: Millersville

Education Level: High School Diploma

Minimum Experience: Preferably two year's experience in a financial institution

Job Description: Provides assistance to customers and performs a wide variety of clerical duties that can be performed in the reception area. Promotes a positive contact with all bank customers.

Job Requirements:

- Good communication skills (written, verbal and listening)
- Organizational skills
- Proficient computer skills and working knowledge of Microsoft/Windows
- Detail oriented, high degree of accuracy
- Flexibility and ability to multi-task
- Ability to promote the appropriate company image and maintain a professional attitude
- Excellent customer service skills
- Ability to interact well and in a positive manner, with customers, co-workers and management
- Pleasant telephone voice and manner
- Must be capable of demonstrating the use of good marketing techniques for cross selling bank products
- Ability to maintain confidentiality and adhere to Bank's privacy policies
- Ability to lift and carry up to 20 pounds
- Occasional bending and stooping required
- Required to keyboard and view LCD screen for extended time periods