

Bank Teller/Customer Service Specialist – Cheyenne, Wyoming

Job Description

The Customer Service Specialist (CSS) is the most important role at Jonah Bank, as it is the most frequent point of contact for our customers. The CSS should make our customers feel at home through their conversation and body language, while proficiently handling their transaction. Each customer should leave the bank feeling as if they are the only customer of Jonah Bank. Although the list of duties is expansive below, it is important to remember the customer is always our first priority, before unrelated duties. Personal commitment to the Jonah Code through actions, decisions and daily interactions with others is of the utmost importance. Jonah Bank is a small community bank and this position requires continued flexibility while roles evolve with bank growth.

This role reports to the Branch Manager.

Primary Duties and Responsibilities

- Perform Routine Teller Transactions with a high degree of accuracy: Deposits, Withdrawals, Loan Payments, Credit Card Payments, Cash Advances, Change Orders, Process Foreign Checks, Night Drops and Mail Deposits.
- Balance all transactions on a daily basis, including ATM and Vault.
- Ensure positive interactions with customers and answer inquiries.
- Update and maintain accounts.
- Issue debit/ATM cards, cashier's checks, gift cards and counter checks.
- Assist customers with online banking, disputes, stop payments, debit cards, and wires.
- Roll/Process Coin.
- Back up New Accounts Representative when needed.
- Comply with Disclosure Requirements, Regulations, Consumer Privacy Policies and complete CTRs.
- Complete monthly audits and reports (Hot Cards, Advance Reissue, Verification of Wires, Controlled Accounts).
- Maintain various logs and process fees and spreadsheets.
- Assist with training new employees for customer service representatives and new accounts.
- Projects as assigned by Branch Manager.
- Scan documents into Director (depending upon branch).
- Process branch mail and apply postage to outgoing mail (depending upon branch).
- Maintain branch supplies and forms (depending upon branch).

Requirements

Banking experience is preferred. Prior cash handling experience preferred. Excellent customer service skills. Must be detail oriented, dependable and productive while maintaining a high level of confidentiality. Candidates must successfully pass a background check.

Computer Skills

Basic computer and math skills are required for this position.

Communication Skills

To perform this job successfully, an individual must be able to communicate effectively and comfortably with all departments and management levels of the bank. Strong interpersonal skills are required in order to build an atmosphere of mutual respect and teamwork, while supporting the current and long range objectives of the bank.

Work Remote

No

Job Type

Full-time

Expected Hours

40 per week

Benefits

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule

- 8 hour shift
- Monday to Friday

Experience

- Cash handling: 1 year (Preferred)
- Banking: 1 year (Preferred)
- Customer service: 1 year (Preferred)