



## Now Hiring: Customer Service Representative/Teller at our Main Branch

We are seeking a Full Time Customer Service Representative/Teller to become a part of our team! If you are eligible and interested in applying for the position, please e-mail a completed employment application along with your resume to Elizabeth Rogers, HR Manager: [erogers@fnbwyne.com](mailto:erogers@fnbwyne.com). Compensation will be commensurate with the position and the experience and qualifications of the individual.

### **Position Summary:**

The incumbent assists customers with all facets of their banking needs. Ensures a positive first impression for new customers and continues a positive banking experience for established customers. The incumbent also assists customers in day to day transactions, opens new accounts, maintains a cash drawer, closes bank as necessary, and answers telephone in courteous manner.

### **Essential Duties and Responsibilities Include but are Not Limited To:**

1. Opens CD's, Savings, Money Market, Checking and IRA accounts. Maintenance of account information changes or revisions, etc.
2. Opens business accounts and night deposit agreements.
3. Open safe deposit boxes, inputs data on core system and escorts customer into box area.
4. Prepares statement print outs for customers, research, investigate complaints, etc.
5. Balances necessary accounts on a daily basis, file CTR's.
6. Cross sale bank products and services. (Mobile Deposit, uOpen, Direct Deposit, On-line banking, Remote Deposit Capture, Bill Pay, Trust Services, ATM/Debit cards, etc.)
7. Balance/reconcile customer accounts as needed.
8. Explain account information and disclosures to customers, respond to written requests.
9. Orders checks from check vendor for customers.
10. Assists with ATM and debit cards when questions arise, disputes, provisional credit, Shazam research, etc.
11. Makes deposits and withdrawals for customers, transfer of funds between accounts.
12. Stop payment request, wire transfer.
13. Receive checking and savings deposits; verify cash and endorsements, receive proper identification for cash back and issue receipts of deposit.
14. Examine checks deposited and determine proper funds availability based on regulation requirements and complete hold notices.
15. Process savings withdrawals. Cash checks; verify endorsement, receive proper identification and ensure validity.