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Customer Service Representative I

Employer

RCB Bank
2019 N Summit
Ark City, KS 67005

Position Information

Position Type: Full-time

Work Location: In person

RCB Bank has been a responsible employer since 1936, standing firm on moral and ethical principles as a bank and as an inclusive employer while fulfilling our commitment to excellence. Operating with values such as integrity, respect, sincerity, and honor, RCB Bank is an equal opportunity employer, striving to hire diverse employees who meet high standards of character, education, and occupational qualifications. RCB Bank is dedicated to building Relationships, contributing to our communities, and embracing our Boldness! With over 60 locations, RCB Bank offers a variety of excellent career opportunities in Oklahoma and Kansas. We offer full-time and part-time opportunities along with a comprehensive benefit package (eligibility requirements apply).

POSITION SUMMARY:

Responsible for providing exceptional customer service to customers opening and maintaining deposit accounts while suggesting and explaining products and services.

ESSENTIAL FUNCTIONS:

- Open and maintain deposit accounts.
- Understand and explain all products and services accurately when offered to customers.
- Maintain deposit accounts as requested (update accounts, order checks etc.).
- Discuss and resolve questions and concerns with customers when possible.
- Engage with customers in a caring and respectful manner.
- Image work documents timely and accurately as required daily.
- Responsibilities must be carried out while adhering to all federal regulations, laws and Bank policies.



EXPERIENCE REQUIRED:

- Minimum one (1) year of proven customer service experience. Previous experience in banking and knowledge of banking processes preferred. Basic clerical skills with the ability to manage multiple tasks effectively.

EDUCATION, CERTIFICATIONS & TRAINING:

- High school diploma or GED required.

JOB SPECIFIC SKILLS & KNOWLEDGE:

- Knowledge of bank products, services and regulatory requirements preferred.
- Ability to effectively communicate with customers and co-workers.
- Working knowledge of applicable computer systems.
- Strong customer service, interpersonal and communication skills.
- Ability to work in a fast-paced work environment managing multiple tasks/projects and deadlines simultaneously.

Application Instructions:

To be considered for an interview - please complete an application on: RCB Bank.com/Apply for a Job/ look for the position by title or location.

