



## **Customer Service Representative**

KodaBank is an independent community bank with 11 locations in Minnesota and North Dakota. Whether with a smart phone, laptop or in person, KodaBank provides the technology and customer service options to let customers choose how they want to bank with us.

As an equal opportunity employer, KodaBank is committed to building a diverse and inclusive organization and considers all applicants who are passionate about working effectively as part of a team to deliver exceptional customer service. In addition to a competitive compensation and benefits package, KodaBank offers full-time employees participation in an Employee Stock Ownership Plan (ESOP) once minimum eligibility requirements are met.

### **Job Summary**

The Customer Service Representative position will report to a Personal Banker, Branch Manager or Market President. The primary responsibilities of this position are to provide customer service in person and via telephone. Typical customer service transactions encompass making deposits, withdrawals, account transfers, opening new accounts (checking, savings, certificates of deposit, individual retirement accounts), opening safety deposit boxes, answering questions and assisting with mobile banking and on-line banking applications.

### **Key Job Responsibilities**

- Work effectively as part of the KodaBank team.
- Adjust quickly to different work situations and remain composed in stressful situations.
- Look for ways to help team members versus waiting to be asked.
- Perform paying and receiving functions for customers. This will include taking deposits, withdrawals, and transfers from customers, issuing cashier's checks and help customers with additional related services.
- Understand and comply with the related laws and compliance regulations that pertain to teller duties including BSA, privacy and funds availability policy.
- Support customers with maintenance questions concerning their accounts, mobile banking, on-line banking, debit cards, credit cards, address changes, check orders and general concerns regarding any bank products that are offered.
- Open new accounts including checking, savings, certificates of deposit, and individual retirement accounts.
- Assist customers with any additional needs or questions related to overdraft protection, types of accounts, debit cards, mobile banking, internet banking, person to person payments and electronic statements.

- Participate in various retail product campaigns the bank initiates.
- Refer customers or potential new customers to the appropriate department for service. This may include loans, insurance, etc.
- Ensure that the cash drawer is kept secure at all times.
- Maintain cash drawer within assigned drawer limits.
- Conduct transactions with consistent accuracy.
- Balance the vault and teller drawer.
- Promote a positive image of KodaBank in the community and region served. Viewed by community as someone who is trusted and keeps bank business confidential.

**Education and Special Requirements:**

- High School diploma or equivalent.
- 2-3 years customer service/sales experience preferred.
- This job requires skills needed in a typical office environment. This includes computer skills as well as utilization of office equipment.

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