

CAREER OPPORTUNITY NOTICE

The San Jacinto Branch is now accepting job applications from qualified individuals for the following position:
Client Service Representative (either I or II depending on experience) (Full Time)

Department: San Jacinto Operations

Contact: Sharon Reed, AVP/Client Services Manager (x4144)

Position Description: As a Client Service Representative, you will play a vital role ensuring our customers receive the Bank of Hemet treatment, friendly hometown service, while performing accurate transactions. You will support branch growth by selling Bank products and services to potential and existing Bank customers. A CSR identifies ways to educate our customers on our latest digital banking solutions and proactively help them access that technology via the Bank's online banking platform.

Responsibilities:

- Engaging the client by welcoming them into our lobby with a warm friendly smile, pleasant demeanor, using the client's name, whenever possible and, most importantly, thanking them for trusting us to be their banker
- Having a passion for helping customers and making clients feel appreciated
- Exhibits strong customer service skills, presenting products and services while proactively educating clients on utilizing available cross channels
- Assists the branch manager on setting the tone of the branch environment to provide an exceptional customer experience, and a dynamic engaging culture
- Promote new business and cross-sell bank products to new and existing customers
- Meet/exceed all standards of Sales and Service performance measurements and keep accurate records of all production/results
- Provide exceptional customer service while processing over the counter transactions and responding to in-person and telephone customer requests and inquiries
- Maintain acceptable cash balancing/cash control records to meet all Bank guidelines
- Ensure financial transactions are completed accurately and efficiently, while complying with all policies, procedures, and regulatory banking requirements
- Retain good knowledge of operations procedures, bank products and services and all applicable regulations
- May open new accounts as needed
- May assist in new teller training
- Perform miscellaneous duties as assigned

Desired Skills:

- Excellent interpersonal communication and problem-solving skills
- Demonstrated customer service skills
- Detail-oriented with an ability to follow procedures
- High school diploma or equivalent
- BSA knowledge
- Teller training and at least six (6) months of cash handling experience preferred

Contact Sharon Reed if:

- You are interested in the position, or if you know of someone who would be interested
- You have any questions regarding the position

Please submit internal applications to HR at the Riverside Branch.

The Bank of Hemet is an Equal Employment Opportunity Employer