



Contact Center Specialist Clarinda

Please forward resume and completed job application via mail or email to:

Attn: Megan Cabbage
PCSB Bank
P.O. Box 237
Clarinda, IA 51632
Careers@WeArePCSB.com

SUMMARY

The successful candidate will be a customer service and solution oriented team member. Primary responsibilities include handling routine financial transactions and assisting customers with ongoing account support. Reports to ITM Manager of PCSB Bank Clarinda, 37.5 - 40 hrs/wk; Monday - Friday 9a.m. - 6p.m. and rotating Saturdays 8a.m. - 12p.m.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Handle routine financial transactions (deposits, withdrawals, advances, loan payments, etc.), and balance these transactions daily while ensuring a positive interaction with customers
- Basic receptionist duties (answering phones, directing calls, etc.)
- Become knowledgeable in all bank retail products and services, applicable bank and branch policies, procedures and support systems
- Cross-sell products when appropriate by making the necessary referrals to those who specialize in the bank's outstanding product line

MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Service/retail industry; banking experience, preferred
- Excellent verbal and written communication skills
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office