



Position | Customer Service Representative

Classification | Non-exempt, Full-Time

Posted | 11/19/2018

Location | Albuquerque

Summary

Under direction of the Branch Manager, the New Accounts Representative will be responsible for promoting business development by delivering excellent customer service to existing and potential customers.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers (AFTs), stop payments, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage and limits, inquiries about checking and savings accounts transactions, inquiries about funds availability, and check verification requests by third parties
- Research and resolve customer problems, acting as the customer liaison between other bank departments when necessary. Research customer questions regarding electronic funds transfers and initiate "Reg E" disputes when appropriate, including the completion of all necessary documents and affidavits
- Cross-sell bank products and services based on customer needs in accordance with the banks' program standards
- Relate customer requests for service charge rebates to the assistant vice president and vice president of operations
- Verify information on ATM/debit card applications to the information in customer database.
- Perform customer requested research, including printing statement and check copies
- Input, maintain and/ or delete ATM and debit cards within system
- Notify the research and adjustment coordinator of required adjustments as reported by customers
- Contact customers to notify them that check orders and/or debit cards are ready to pick up at the bank
- Escort appropriate bank personnel into the vault and maintain dual control for safekeeping access and official check and ATM card requisition
- Monitor the "bad address" report and attempt to track down customers and obtain updated information
- Assist the operations processing specialist by verifying the accuracy of document images.
- Open, set timers and close the safe deposit vault utilizing dual control. Conduct call-backs to external check printing companies to verify customer information
- Process lockbox payments, including deposit preparation and daily report transmission



- Contact customers to obtain necessary signatures on items with missing or irregular signatures.
- Maintain the bank's files for currency transaction reports, customer safekeeping receipts, loan and trust collateral receipts, commercial resolutions, powers of attorney, court orders, levies, miscellaneous deposit documentation and general correspondence
- Performs other duties as assigned

Competencies

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Strong Analytical Skills

Required Education and Experience

- High School Diploma or GED Required
- One to two years of banking experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.