



Company: SENB Bank
Industry: Banking/Finance
Department: Retail
Job Title: Customer Service Associate I
Location: Beloit, WI

SENB Bank has proudly been serving the Quad Cities and neighboring communities since forming in 1961 and has grown to \$312 million in assets with five banking centers in the Quad Cities. SENB has recently expanded into the Rockford/Beloit markets with offices in Roscoe, Illinois and Beloit, Wisconsin. We work hard to meet the financial needs of the communities we serve, and we support a wide variety of organizations with leadership, donations, and volunteers.

SENB Bank is currently looking for a Part-Time and Full-Time Customer Service Associate (Bank Teller) to join our team. You will be responsible for providing responsive and accurate service to customers in an efficient and professional manner. You will also process financial transactions accurately and provide customers with information on bank products and services. Join our customer-focused team and find out why we were voted Best Bank in the Quad City Times Reader's Choice Awards for 2018 and 2019!

Job Responsibilities:

- Provide a high level of customer service
- Explain, promote, and sell basic products and services, and refer customers to other appropriate areas of the bank
- Participate in all required training sessions for Compliance
- Consistently meet or exceed sales referrals set by management
- Accept and process deposits
- Cash checks and process savings withdrawals
- Balance cash drawer according to established procedures and standards
- Issue and record official checks, money orders, gift cards and travel cards
- Process night deposit bags and mail deposits
- Verify currency and coin
- Attend regularly scheduled meetings and training sessions
- Must maintain a level of professionalism including attitude, time management, and securing confidential information
- Must possess a professional demeanor including business dress
- Responsible for completing all annual compliance training courses
- Represent and promote the brand with every transaction or interaction both internally and externally
- Strict confidentiality, attendance and timeliness are required

Qualifications:

- High school diploma or equivalent required
- Associates or Bachelor's Degree Preferred
- Minimum 1 year of cash handling and customer service experience
- Banking experience preferred
- Basic computer skills
- Ability to work cooperatively with co-workers and supervisors to maintain a team oriented work environment
- Strong written and verbal communication skills
- Must be flexible with scheduling

Benefits we offer: We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation package including 401K, profit sharing, health insurance, life insurance, bank services, and more.

SENB Bank is an Equal Opportunity Employer: Disability/Veteran