

## **Job Posting – Customer Service Representative**

Department: Retail Banking  
Position: Customer Service Representative  
Reporting to: Retail Banking Manager

**Job Description:** This role will involve the following responsibilities:

- Have sufficient knowledge about our banking products and services
- Respond to all inquiries about our bank products and services
- Describe and recommend our banking products to customers
- Open new bank accounts and perform various account maintenance duties in accordance with Federal Banking Regulations and Bank policies and procedures
- Understand e-banking products and services in order to educate and provide support to our customers
- Be a team player by providing assistance to all Bank staff and liaising with co-workers to develop and maintain healthy, professional working relationships.
- Participate in marketing and brand awareness campaigns to maintain and grow our customer base
- Direct and/or elevate complex customer complaints and challenges in a timely manner to the right staff member or supervisor for effective resolution of the customer's issue.
- Continuously update skills by participating in professional training programs, attending or taking courses as instructed by management and be willing to contribute acquired knowledge for the future development of yourself and your co-workers.

### **Job Experience/Education Requirements:**

This position requires strong communication skills as characterized by excellent written and oral skills. He/she must possess excellent multi-tasking skills and also must be able to work under pressure and within established time frames or deadlines. The candidate must be able to use the computer efficiently and also able to learn how to use new software or to develop new computer skills. He/she will possess excellent problem solving and analytical skills to ensure success on the job. The candidate will be expected to be flexible with working hours and locations.

We prefer that the candidate has a 4-year college degree and one year of similar work experience. Chinese language is also preferred.