

**Golden Valley Bank** is seeking a full-time Customer Service Representative. Qualified candidates will be able to promote a positive and professional image of the bank by providing fast, courteous and efficient Customer Service while processing customer transactions in a confidential and accurate manner. Cash handling experience, valid driver's license and current automobile insurance a must. Prior banking experience with working knowledge of opening accounts and electronic banking products preferred.

### **Essential Functions**

- Receive business and individual deposits; verify cash and endorsements, including receipts.
- Accept checks for cashing or paying, verify endorsements, validity and funds, and make change.
- Receive payments for loans and VISA accounts.
- Issue cashier's checks and other products offered by the Bank.
- Process the following:
  - Incoming mail deposits and payments;
  - Incoming and outgoing wire transfers;
  - Treasure tax and loan deposits;
  - Signature cards;
  - Transfers;
  - Cashier's checks balancing; and
  - Traveler's checks balancing.
- Working knowledge of all Bank's electronic banking products.
- Opening new accounts
- Keep cash secure and maintain a high level of safety for the Bank; follow all security procedures in handling cash and negotiable items.
- Maintain proper level of cash in cash drawer; balance cash drawer daily.
- Interview customers to determine needs; cross-sell or refer customers to other bank officers as appropriate.
- Respond to customer inquiries in person, by telephone and from other departments; recognize the opportunity to cross-sell Bank products and services as appropriate.

### **Proficiencies**

- Good written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
- Basic word processing and computer database skills with knowledge of Microsoft Office applications.
- Solid understanding of computer transactions needed to perform operational tasks, with the ability to read histories and interpret account activity.
- Ability to maintain a high degree of accuracy in handling cash, balancing cash drawer and recording daily transactions.
- Excellent customer service skills.

- Effective interpersonal skills with the ability to work with individuals and groups at all organization levels; ability to work independently and as part of a team.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
- Ability to maintain confidentiality of sensitive information.
- Willingness to adapt to changing business needs and deadlines.
- Possess a work ethic that includes neatness and punctuality.

#### **Education and Experience**

- High school diploma or equivalent.
- At least two (2) years of experience with cash handling and/or customer service experience.
- Prior banking experience preferred.
- Must possess a valid California driver's license.
- Must be bondable.

#### **Benefits**

- Excellent benefits offered: Medical, dental and vision, Group Term Life/AD&D, Long Term Disability, 401k Retirement Plan with employer match, vacation and sick leave.

Interested candidates can submit cover letter and resume to Human Resources at [tmorris@goldenvalleybank.com](mailto:tmorris@goldenvalleybank.com)