JOB DESCRIPTION

Job Title: Customer Service Representative (Float)  
Company: United Bank & Capital Trust Co.
Job Code: 50000  
Division/Department: Retail Service Delivery
FLSA Status: Non-exempt  
Reports To: Branch Manager
Date Reviewed/Updated: 02/17/2017  
Date Created: 09/19/2016

JOB SUMMARY
The Customer Service Representative effectively presents the Bank’s retail products and services to customers, placing with the customers the products and services that best meet their needs. The CSR promotes business for the Bank by building and maintaining good customer relations and cross-selling bank products. This is a float position and will be assigned location and hours in all N KY offices as needed.

ESSENTIAL FUNCTIONS
- Opens various accounts, depending on location, such as checking, savings, certificates of deposits (CDs), individual retirement accounts (IRAs) and safe deposit boxes
- Explains the various products and services to assist the customer in selecting those that best fit the customer’s needs
- Resolves customer problems by finding solutions that benefit both the customer and the bank
- Performs account maintenance, using the bank’s computer systems and software
- Other functions and responsibilities may be added at the company’s discretion.

OTHER FUNCTIONS
- May assist the Branch Manager by accepting credit applications and retrieving supporting documentation for loans
- May provide guidance and/or training to tellers
- May perform teller duties
- May assist Branch Manager in all areas of branch operations, including opening and closing the branch, branch security, employee scheduling
- May participate in the bank’s Business Development calling program

QUALIFICATIONS
- High school diploma or GED
- Basic reasoning and math skills
- Basic keyboarding and personal computer skills
- Service oriented with strong interpersonal and oral communication skills
- Professional in conduct and appearance
- 1 – 3 years teller experience or related experience
- General knowledge of banking policies, products and services
- Visual acuity, with or without correction
- Good sense of hearing, with or without correction

All interested individuals must apply online to www.unitedbankky.com and follow the “Career Opportunities” link at the bottom of our home page.