

**Position:** Customer Service Representative

**Location:** Kiowa, KS

**Department:** Bookkeeping

**Experience:** Minimum of a High School Diploma required; must possess general math skills and be able to perform such accurately.

**About Wisdom Heritage Bank:**

Wisdom Heritage Bank believes that each customer deserves the best possible experience. The person in this position will sustain that belief through committing to our Mission, Vision, and Values. They will enjoy what they do and the people they do it with while exhibiting a positive attitude. They will earn the trust and confidence of co-workers, customers, and the community by upholding a personal value system based on honesty and integrity. This employee will support all policies, procedures and programs which will assist in building and maintaining the positive internal culture at Wisdom Heritage Bank.

**Position Description:**

This position requires the performance of routine duties to provide customer service by receiving and paying out monies, selling monetary instruments, keeping accurate records of all transactions, and answering customer account inquiries and complying with bank operations and security procedures.

**Functions and Accountabilities:** include, but not limited to

1. Build and maintain excellent customer relationships; seek to establish trust and confidence.
2. Maintain complete confidentiality in all areas of work.
3. Cash checks, receive customer deposits, accept loan payments, and complete other transactions on customer accounts following established protocol.
4. Balance currency and coin in cash drawers as needed at end of shifts following established protocol: maintain cash drawer with cash limits by cleaning and transferring excess cash to vault.
5. Get, sort, and distribute the mail. Process deposits and loan payments from the mail.
6. Pull ATM totals and add cash when needed.
7. Assist customers with account questions including basic debit card and online banking issues.
8. Assist customers with balancing their checkbooks.
9. Check night vaults for deposits following established protocol; record and verify amounts daily.
10. Back up opening new accounts (DDA, Savings, CDs) when needed.
11. Shred outdated documents when appropriate.
12. Adopt and ensure the consistent use of repeatable processes to assure efficiencies.
13. Acquire and demonstrate a thorough knowledge of customer products and services.
14. Maintain educational compliance as needed.
15. Order checks for customers.
16. Scan and verify new accounts documents & signature cards into NBS imaging.
17. Other accountabilities as required.

**\*\*This position is subject to completion of 90-day review period\*\***

**Applicants must complete an Employment Application and provide a Resume to be considered for this position.**

**Wisdom Heritage Bank is an equal opportunity employer.**

**Please send information to:**

**Tami Cooper**

**Human Resources Specialist**

**Wisdom Heritage Bank**

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