



### **Job Description-Customer Service Representative**

Century Bank of Georgia has an immediate opening for a Customer Service Representative in our Main Office located in Cartersville. The successful candidate will have an opportunity to learn and explore various retail areas of the bank.

Preferred candidates will have a high school diploma, a minimum of two years' experience, and be familiar with new account documents, IRA's, and be able to process teller transactions.

**Additionally, candidates must possess the following skills:**

- Fast and accurate data entry and typing skills
- Ability to work in a team-oriented environment and work well with team members
- Proficiency with Microsoft Office applications including Word, Excel, and Outlook
- Outstanding phone etiquette and communication skills
- Good customer service skills to handle diverse types of customers and situations

**Primary Job Duties:**

- Assist customers on the phone with account inquiries
- Open checking, savings, certificates of deposit and IRA accounts
- Close checking and savings accounts
- Redeem certificates of deposits
- Execute IRA withdrawals, transfers, and rollover requests
- Order debit cards and checks for customers
- Set up customers for internet banking
- Rent safe deposit boxes
- Accept wire transfer requests from customers and complete wire transfer form correctly
- Complete required logs and forms to comply with BSA and other regulations
- Escort customers into safe deposit box area
- Serve as a backup teller (must be able to conduct all duties included in the teller job description)
- Promote the products and services of the bank to all customers
- Other duties as assigned by supervisor

Century Bank of Georgia offers excellent benefits, including 401(k) with match, company paid health, life and LT disability insurance, and flexible PTO.

Interested candidates are encouraged to forward a complete resume in confidence to:

[resumes@centurybanknet.com](mailto:resumes@centurybanknet.com)

Century Bank of Georgia is an Equal Opportunity Employer