

JOB DESCRIPTION

JOB TITLE	Customer Service Representative
DEPARTMENT/UNIT	Branch Operations
REPORTS TO	Lead – Customer Service
DIRECTLY SUPERVISES	-
INDIRECTLY SUPERVISES	-
TERMS	Permanent ☒ Contract ☐ Full-Time ☒ Part-Time ☐

Job Summary

The Customer Service Representative is the primary point of contact for customers, providing them with exceptional service and support. The incumbent's role will involve handling a variety of customer inquiries, processing transactions, and addressing issues to ensure a smooth and positive banking experience. The incumbent will play a key role in upholding the bank's standards of service and professionalism as the Customer Service Representative directly interacts with customers through various channels, including phone, email and in-person.

Essential Duties and Responsibilities

1. Receive and issue cash on behalf of the Bank for duly authorized transactions.
2. Update the Bank's records (electronic & physical) to accurately reflect valid transactions, customer data and other relevant information.
3. Undertake all such other duties and responsibilities as may be assigned by Management from time to time.

Essential Education and Experience

- At least four (4) CSEC passes including Mathematics and English

Desirable Qualification

N/A

Knowledge/Skills and Abilities

- Ability to use Microsoft Suite of products
- Must be personable and committed to the delivery of superior customer service

- Thorough understanding of the relevant policies and procedures
- Working knowledge of the bank's computerized systems

Behavioural Competencies:

- **Communication:** Effective communication, both written and verbal, to convey ideas, provide feedback, and interact with customers and team members.
- **Problem-Solving:** Ability to identify issues, make sound decisions, and implement solutions to address challenges.
- **Customer Focus:** A customer-centric approach, prioritizing customer satisfaction and offering excellent customer service. Stay up to date with developments in the Customer Service field.
- **Adaptability:** Flexibility to adapt to changes and to adjust accordingly with a positive attitude.
- **Time Management:** Effective time and resource management to ensure productivity and meet deadlines.
- **Conflict Resolution Skills:** Resolve conflicts effectively.
- **Integrity and Ethics:** Upholding the highest ethical standards and integrity in all banking operations.