

Service Associate

Location: Huntington Main Branch (150 Hauenstein Rd Huntington)

Working at Bippus State Bank is more than a job. We're a community bank with local roots that cares about not only our customers but our employees because at the end of the day, they are one of most important assets. When you join our team, you participate in our mission to provide financial solutions to our customers, go the extra mile to deliver exceptional service and build a better, more prosperous community around us.

DESCRIPTION

This position combines the traditional teller and customer service representative responsibilities. This role will:

- Perform traditional teller transactions
- Answer and direct incoming phone calls
- Balance and replenish ATM
- Assist customers with online and mobile banking
- Process stop payments and check orders
- Proactively establish rapport with clients
- Open new accounts
- Process changes to existing accounts
- Identify customers' needs, suggest and explain solutions
- Understand, promote and advise on the bank's products, services and electronic delivery channels
- Answer customers questions and resolve customer problems confidently
- Maintain a professional manner and appearance
- Maintain a high level of confidentiality concerning customers' accounts and information
- Assist other departments as necessary

HOURS

Full Time: 40 hours/ week

Monday - Friday 8:15 AM – 5:00 PM

Friday 5:00 PM – 6:00 PM (rotating schedule)

Saturday (rotating one/month) 8:00 AM – 12:00 PM

QUALIFICATIONS

- High school or equivalent (required)
- Banking experience (preferred)
- Sales or customer service experience
- Technology proficiency
- Attention to detail
- Ability to work well with others in a team environment