Job Description: \*
*A****Customer Service Representative***\_ is responsible for delivering an excellent experience to current and potential customers. Employees in this position possess exceptional customer service skills, confidence, leadership skills, a strong sales aptitude, attention to detail, and an outstanding knowledge of traditional and emerging bank products and services.\_

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Job Requirements: \*

* Proactively seeks ways to provide financial solutions to new and existing customer relationships in order to meet or exceed client expectations.
* Performs account servicing duties, create a wonderful client experience in the lobby, on the teller line, on the phone and in the community.
* Enthusiastically educates customers on emerging bank technology to include mobile banking and deposits, Online banking, Online Bill Pay, ATM / ITM depository functionality, debit and credit cards, E-statements etc.
* Actively promotes bank products and services to prospective new clients to insure personal and branch budgets are met.
* Proficient in determining customer needs, and providing solutions, that may include referring customers to other departments and bank affiliates/partners including mortgage and commercial lending, treasury management and financial advisors.
* Occasionally participates in onsite visits with customers, community groups or events in order to obtain networking opportunities and promote bank products, services and brand.
* Researches and politely assists with customer inquiries, provides account statements, assists with check orders, accepts change of address requests, and performs other customer-oriented functions with the intent of enhancing customer retention and exploring additional sales opportunities.
* Possesses knowledge of bank products and services in order to confidently answer standard banking/account-related questions for customers.
* Accurately and efficiently processes a variety of banking transactions while following proper procedures and safeguarding against fraud and insures client privacy.
* Assists with basic deposit and credit account openings, account maintenance requests, and may assist customers with accessing their safe deposit box.
* Ensures all disclosures, audit standards, security policies and procedures are followed in accordance with Bank policy and Federal regulations.
* May travel within the Bank’s network of locations.
* Assists with other duties as assigned.

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Qualifications: \*

* Minimum 1-2 years banking, retail or sales experience and previous customer interaction preferred.
* Proven sales skills, leadership skills, client experience and some background with outside networking/community involvement.
* Knowledge, skill and mental development equivalent to the completion of a high school education.
* Excellent English verbal and written communication skills as evidenced by the ability to interact face-to-face, using electronic media and over the phone with customers and co-workers in a clear, confident, friendly and polite manner using proper grammar and spelling. This includes the ability to read in English.
* Demonstrated ability to use tact, diplomacy, and present a “professional” personal appearance (including body language, tone of voice, hygiene and attire).
* Intermediate experience with office technology tools (i.e. Computer, Internet Browser, Microsoft Office or similar applications).
* General knowledge of traditional bank products/services – including Online/Mobile Banking and self-serve channels.
* Recent customer service experience, preferably in a banking environment.
* Recognized by peers or supervisors as someone with the ability to multi-task, achieve goals, stay organized, solve problems, manage time wisely, and work with limited supervision.
* In addition to possessing the skills necessary to perform the job, the employee must be willing and able to demonstrate these skills by coming to work on a daily basis, as scheduled.

**Equipment Requirements:**

* Emerging bank technology to include mobile, on-line and ATM / ITM
* Personal Computer
* Currency Recycler (if applicable)
* Multi-Line Phone Telephone System
* Voice Mail System
* Personal Computer
* Calculator
* Copy Machine
* Pneumatic Tube System (including operation of microphone)
* Coin Machine (if applicable)
* Automatic Currency Counter
* Teller Capture Scanner

Accommodations will be made to allow for meeting requirements when it does not place an "undue hardship" on Security Bank of Kansas City.

Security Bank of Kansas City is an Equal Opportunity / Affirmative Action employer.

Location: 2701 Shawnee Mission Pkwy, Fairway, KS 66205

Job Type: Full-time

Work Location: Multiple Locations