



Customer Service Representative – New Accounts

Join our new accounts team now! We are looking for a Customer Service Representative to support our valuable customers in the New Accounts Department. In this role you will handle customers in person, on the phone, and through our computer chat feature, assisting customers with our products and services, troubleshooting basic technical issues, and representing Carbon County's Best Bank with excellent service.

WHAT DOES SOMEONE IN THIS ROLE ACTUALLY DO?

This position supports customer service for bank customers. This role requires you to interact with many customers each weekday in person, by phone, and remotely on our banking platform. The job is to understand our products to help customers open new accounts, resolve support issues, and ensure a best-in-class customer experience. You will need to be confident, fully engaged, a team player, and dedicated to bringing a positive and enthusiastic outlook to work each day. We have a friendly work environment and are looking for teammates who value that.

WONDER IF YOU'RE A GOOD FIT?

It's about building relationships and turning the knowledge you gain in training into customer wins. Don't worry, you don't have to be an expert, but you do have to be eager to learn. Ideal candidates for this position are dedicated to providing excellent customer care. Positive, driven, and confident applicants are encouraged to apply.

LOOKING FOR AN EMPLOYER WHO VALUES YOUR CONTRIBUTION?

We believe that hard work should pay off, so we make sure that our compensation and total rewards are competitive. Standard starting compensation is commensurate with experience. Annual reviews and raises are awarded based on tenure and performance. Each individual works with their supervisor to set goals for themselves and the expectation is to meet or exceed your personal goals. Our mission is to Be a Better bank so working to make yourself and our business better is key.

Here are just a few of our benefits:

Besides working for a trusted employer with a positive and friendly "family" type work environment, we offer

- Competitive pay with potential for bonuses and raises
- Health insurance & long-term disability coverage
- 401K retirement plans
- Paid holidays
- Paid vacation
- Sick leave
- Wellness Program with incentives
- and more. . .

WHAT ARE THE PHYSICAL REQUIREMENTS OF THE JOB?

This job operates in a professional office environment. While performing the duties of this job, the employee will be largely sedentary and will be required to sit for long periods while using a computer and telephone. The employee will be regularly required to operate a computer and other office equipment, including a phone, copier, and printer.

The purpose of the above job description is to provide potential candidates with a general overview of the role. It's not an all-inclusive list of the duties, responsibilities, skills, and qualifications required for the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.