



## **Full Time Financial Service Representative**

This is your chance to join Fleetwood Bank, the only independent community bank headquartered in Berks County. We have an exciting opportunity for a Full-Time Financial Service Representative. We are looking for a team player that will provide outstanding customer service focusing on the individual and business banking customer.

40 Hours a week including Saturdays (8:30am – Noon on Saturdays)

### **Responsibilities:**

- Embraces our vision to deliver the highest quality products, service, and convenience in financial services.
- Actively learns, demonstrates, and fosters the Fleetwood Bank corporate culture in all actions and words.
- Nurtures and retains customer relationships by extending a courteous welcome and delivers accurate and timely customer service according to the established guidelines, including cashing checks, accepting deposits and withdrawals, handling loan payments and dispensing monetary instruments. Looks for opportunities to convert service activities into sales opportunities.
- Balances cash drawer accurately and efficiently on a daily basis.
- Accurately scans daily transactions according to established procedures.
- Communicates information relating to currency transactions and BSA reports.
- Allows customer access to safe deposit boxes according to established policies and procedures.
- Supports the day-to-day operations activities of the branch, as assigned, including: cash vault balancing, maintaining and balancing coin machine, reporting, tracking, and servicing the ATM. Maintains branch supplies and an awareness of inventory.

### **Qualification**

- High School Diploma or equivalent
- A minimum of 2 years cash handling and customer service experience preferred
- PC Skills including Microsoft Word, Excel, Outlook and Internet Explorer