

Deposit Operations
Customer Support Representative/ Interactive Virtual Teller
March 2025

This position's primary responsibility is to provide support to the consumer as well as business customers by phone as well as to provide support as a Virtual Teller on a rotating basis. This position will involve evaluating and updating procedures as regulations change to ensure compliance and maximizing efficiencies with the overall client experience in mind. The Customer Support Representative is also responsible for processing of daily file maintenance on accounts and debit cards.

Essential Duties for Customer Support

- Primary phone support for all customers.
- Responsible for all debit card maintenance, trouble shooting and reissues.
- Support for Retail and Business online banking applications.
- File Maintenance for all accounts, Address Changes, Returned Mail
- Process and balance wire activity and respond to internal/external queries.
- Stay abreast of banking regulations and assist in evaluating and updating procedures as necessary.

Essential Duties for Virtual Teller

- Greet customers courteously and professionally in the virtual teller environment, providing prompt and accurate assistance.
- Process deposit transactions by verifying deposit amounts, examining checks for endorsement and negotiability, and ensuring accuracy.
- Utilize automated counters to verify cash amounts and process transactions efficiently
- Cash checks and facilitate withdrawals from savings and checking accounts after verifying signatures and account records.
- Review and oversee the process for all virtual transactions accepted by the bank.
- Receive loan payments and accurately prepare corresponding entries.

Additional Duties

- Identify and assist in implementing process efficiencies
- Participate in team collaboration.
- Assist with new products, services, and system updates.
- Perform account research, audits, adjustments.
- Additional duties as assigned.

Experience

- Customer support experience *required*.
- Banking related experience *preferred but not required*.
- Strong proficiency with Microsoft Office applications.
- Ability to learn and troubleshoot software.

Education

- High school diploma *required*.

Other Skills

- Demonstrates excellent communication and organizational skills.
- Ability to learn and understand rules and regulations applicable to financial institutions.
- Enjoyment of interacting with the public and providing outstanding customer service.
- Technologically savvy with a demonstrated aptitude for learning new systems.
- Outgoing and friendly demeanor conducive to building positive customer relationships
- Strong attention to detail.