Job description

We are looking for a Retail Banker to assist our customers and advise them on their finances. You'll be the face of our bank and we'll depend on you to provide high-quality customer service. In this role, you'll need to communicate effectively to serve a variety of customers. Excellent people skills and patience are critical to this position. We also expect you to be confident, reliable and quick to resolve issues. Job locations include Wooster, Marshallville, Rittman and West Salem primarily but may be asked to cover another location.

Responsibilities

- Accurately process all types of customer transactions
- Answer phones and be able to problem solve and provide guidance for customer
- Open and close checking and savings accounts
- Advise customer on financial services (e.g. line of credit and mortgages)
- Cross-sell products and services
- Approach and sign on new customers
- Perform various clerical tasks (e.g. filing)
- Handle customer complaints and solve problems

Skills

- Proven experience as a retail banker or similar role; sales or customer service experience is a plus
- Knowledge of retail banking rules and procedures
- Working knowledge of banking software and MS Office
- Patience and problem-solving ability
- Customer-oriented attitude
- Outstanding communication skills
- Ability to work independently

Job Type: Full-time

Pay: $16.00-$19.00 per hour