

Customer Service Representative



Purpose

To ensure the Bank achieves its overall objectives by delivering the highest possible standard of quality customer service. To recognise ways in which we can help our customers further through delivering our products and services as applicable to their needs and contribute to the overall efficiency and success of the Branch.

Role dimensions

- **Reports to:** Branch Manager
- **Division:** Customer Delivery
- **Direct Reports:** No

Person specifications

- At least one year experience in Hospitality or a Retail Customer Service related role
- Have an interest in the Banking industry
- The ability to build lasting relationships with customers and team members
- A positive, customer focused nature
- Systematic, organised approach to work
- Ability to thrive in a fast paced environment

Role specific areas of responsibility

- Ensure the highest possible standard of quality customer service is delivered. That all information is accurate and complete.
- Promote Bank services in line with customer needs
- Adhere to all regulatory and legal compliance requirements, and ensure all business activity is consistent with and reinforces the Banks values
- Process all transactions promptly and accurately. Ensure correct cash handling procedures are followed
- Ensure all security procedures are adhered to, all cash and Bank records are maintained in a secure manner. All Health, Safety and Wellbeing matters are reported to Manager or Supervisor immediately.
- Comply with and be continually mindful of the Banks Health, Safety and Wellbeing policies.
- Embrace change and act as a change agent, accepting, embedding and reinforcing change in the workplace
- Nurture positive and constructive relationships with your team

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.