



CAREER OPPORTUNITY NOTICE

The San Jacinto Office is now accepting job applications from qualified individuals for the following position.

CONTACT	LOCATION	DEPARTMENT	JOB TITLE
Sharon Reed	San Jacinto	Operations	Client Service Representative

WEEKLY HOURS	25 hours – Part-time
POSITION DESCRIPTION:	As a Client Service Representative, you will play a vital role ensuring our customers receive the HCN Bank treatment, friendly hometown service, while performing accurate transactions. You will support branch growth by selling Bank products and services to potential and existing Bank customers. A CSR identifies ways to educate our customers on our latest digital banking solutions and proactively help them access that technology via the Bank’s online banking platform.
JOB DUTIES:	<ul style="list-style-type: none"> • Engaging the client by welcoming them into our lobby with a warm friendly smile, pleasant demeanor, using the client’s name, whenever possible and, most importantly, thanking them for trusting us to be their banker. • Having a passion for helping customers and making clients feel appreciated. • Exhibits strong customer service skills, presenting products and services while proactively educating clients on utilizing available cross channels. • Assists the branch manager on setting the tone of the branch environment to provide an exceptional customer experience, and a dynamic engaging culture. • Promote new business and cross-sell bank products to new and existing customers. • Meet/exceed all standards of Sales and Service performance measurements and keep accurate records of all production/results. • Provide exceptional customer service while processing over the counter transactions and responding to in-person and telephone customer requests and inquiries. • Maintain acceptable cash balancing/cash control records to meet all Bank guidelines. • Ensure financial transactions are completed accurately and efficiently, while complying with all policies, procedures, and regulatory banking requirements. • Retain good knowledge of operations procedures, bank products and services and all applicable regulations. • May open new accounts as needed. • May assist in new teller training. • Perform miscellaneous duties as assigned.
QUALIFICATIONS:	<ul style="list-style-type: none"> • Excellent interpersonal communication and problem-solving skills. • Demonstrated customer service skills. • Detail-oriented with an ability to follow procedures. • High school diploma or equivalent. • BSA knowledge. • Teller training and at least six (6) months of cash handling experience preferred.
PAY RANGE:	\$15.50 - \$17.00

Call Sharon Reed:

- If you have an interest in applying for this position and meet the qualifications.
- If you know a qualified individual who may be interested in a career at HCN Bank.
- If you have any questions or would like additional information about the position.
- Please submit internal applications to HR at the Riverside Branch.

HCN Bank is an Equal Employment Opportunity Employer

Date: February 23, 2023