



Client Service Representative

Anza, California

HCN Bank is dedicated to providing exceptional banking services with a focus on customer satisfaction and technological innovation. Join our team and contribute to a dynamic and supportive environment where your skills can thrive.

Position: Client Service Representative

Department: Operations

Reports to: Client Service Manager

Type: Full-time, Non-Exempt

Pay Range: \$20.00/hr - \$22.00/hr

Posted Date: 09/20/2024

Job Summary: As a Client Service Representative, you will support branch growth by promoting new business and cross-selling Bank products. Your role involves providing customer service by accurately handling transactions and maintaining records. You will assist customers with basic to moderately complex transactions, ensuring a positive banking experience.

Key Responsibilities:

- Promote new business and cross-sell bank products to existing and potential customers.
- Provide customer services such as cashing checks, receiving deposits, processing withdrawals, credit card advances, and preparing change orders for commercial customers.
- Balance cash drawer and ATM daily, ensuring all transactions are accurately recorded.
- Process Night-Drop and Mail transactions as needed.
- Handle currency operations including wrapping and bagging coins, verifying and mixing new currency, and managing mutilated currency.
- Perform miscellaneous duties such as filing, answering telephones, and maintaining office supplies.



Qualifications:

- Education: High School diploma or equivalent.
- Skills:
 - Excellent customer service and communication skills.
 - Strong attention to detail and accuracy in handling transactions.
 - Ability to follow procedures and work efficiently.
 - Basic computer skills.
 - Positive, professional attitude.

Why Join HCN Bank? At HCN Bank, we know that in order to support our customers and provide for our shareholders, we first must support and provide for our employees. We encourage a collaborative work environment and empower our employees to take ownership of the Bank's success and growth.

We are committed to the growth and progress of our employees. The Bank has an education assistance program offering tuition assistance, invests in our employees' future through an Employee Stock Ownership Plan, and matches a portion of their 401K contributions. We also pay a portion of employee and dependent healthcare premiums.

At HCN Bank, we believe in a healthy work-life balance and provide generous vacation and sick time to ensure our employees can recharge and take care of themselves and their families. Over half our employees have been with us for over 5 years, with one-third exceeding 10 years of service. We treat our employees to annual events such as summer picnics, holiday parties, and recognition events to show our appreciation for their hard work. Our team members are the driving force behind the Bank's success, and our benefits program is our way of giving back.

Although we think we've built something special, we are always looking for ways to make the Bank an even better place to work. We hope you will consider being a part of our journey.

Apply Now: Submit your resume and cover letter to hrjobs@hcnbank.com.

HCN Bank is an Equal Opportunity Employer.