



## **Client Services Representative**

Hemet, 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 Services Representative

**Department:** Operations

**Reports to:** Client Services Manager / Operations Officer

**Type:** Full-time, Non-Exempt

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

**Posted Date:** 12/10/2024

**Job Summary:** As a Client Services Representative, you will support branch operations by promoting new business, cross-selling HCN Bank products, and delivering excellent customer service. Your role will involve handling cash transactions, balancing cash drawers, and providing accurate and timely support for customer needs. You will ensure compliance with bank policies and maintain high standards of customer satisfaction.

### **Key Responsibilities:**

- Provide efficient and accurate service for routine transactions, including deposits, withdrawals, and check cashing.
- Balance cash drawer daily, ensuring accuracy and compliance with bank policies.
- Process night drop and mail transactions as needed.
- Assist customers with credit card advances, cashier's checks, and change orders.
- Identify opportunities to cross-sell HCN Bank products and services to meet customer needs.
- Maintain proper cash control and adhere to all risk management procedures.
- Respond to customer inquiries in person, by phone, or via email promptly and professionally.
- Perform clerical duties, including filing, managing supplies, and answering phones.



**Qualifications:**

- Experience: Cash handling or banking experience preferred.
- Education: High School diploma or equivalent.
- Skills:
  - Strong customer service and communication abilities.
  - Attention to detail and ability to follow procedures.
  - Basic computer proficiency.
  - Ability to handle cash accurately and balance a cash drawer.

**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](mailto:hrjobs@hcnbank.com).

**HCN Bank is an Equal Opportunity Employer.**