



National  
**PC Bank**

“Committed to Growth & Development”

# Customer Service Representative



**Maldon Branch**

## Job Summary:

The Customer Service Representative / Teller is a front-line role responsible for executing a variety of financial transactions while delivering outstanding customer service. In this role, you will work closely with customers to complete account transactions, answer inquiries, and promote our range of banking products and services. You will also be involved in opening new accounts and managing existing customer relationships. Flexibility and a passion for helping others are essential in this role.

## Key Responsibilities

### Serve Customers:

- Process account transactions accurately (deposits, withdrawals, transfers, etc.)
- Respond promptly to customer inquiries via in-person or phone.

### Promote Bank Products & Services:

- Inform customers about our products and services
- Cross-sell and refer customers to specialized banking services as needed

### Account Management:

- Open new customer accounts and provide guidance on available options
- Manage and maintain existing accounts, ensuring accuracy and confidentiality

### Additional Duties:

- Perform other duties incidental to the role, including general branch support and ensuring compliance with banking policies and procedures.

## Qualifications

- High school diploma or equivalent; post-secondary education in finance, business, or a related field is an asset
- Previous experience in customer service or teller operations is preferred
- Strong numerical and computer skills, with proficiency in basic banking software
- Excellent communication skills with a focus on customer satisfaction
- Ability to work in a fast-paced environment and manage multiple tasks efficiently

## How to Apply:

Keep in mind Only shortlisted applicants will be contacted, Also add the location and position as the subject of the email, send us your application and resume and email it to:

The Human Resource Manager, National People's Co-operative Bank, Lot 19 Nashville Subdivision, Mandeville P.O. Manchester

Email to: [hrd6778899@gmail.com](mailto:hrd6778899@gmail.com).

Additional information can be found on the website under the careers section.