



FOUNDATION ONE BANK

Client Relations Specialist

Overview

Provide every customer an exceptional experience by working with the bank and branch team to ensure their transactions are completed accurately and efficiently.

Basic Duties

- Process teller transactions accurately and efficiently following bank policies and complying with regulatory requirements
 - Open, close and perform maintenance on accounts including checking, savings, CD's HSA's, IRA's and Safe Deposit Boxes
 - Maintain a balanced cash drawer
 - Assist customers by receiving deposits and loan payments; cashing checks; processing savings withdrawals, night drop and mail deposits, and selling financial instruments including cashier's checks, travel cards and money orders
 - Complete other requests including processing orders for checks and debit cards and helping customers access and utilize technology such as online banking, bill pay and ACH processing
 - Answer customer questions and solve problems while contributing to team effort by assisting co-workers and management when needed
 - Introduce new bank products to clients based on determined needs
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Knowledge, Skills, and Abilities

Education/Experience:

- High School Diploma or equivalent
- 6 months to 1 year teller experience

Skills:

- Computer skills, including Outlook and Excel

Abilities:

- Exemplary organizational, problem-solving and communication skills



Other Requirements

Must pass background and credit check based on Foundation One Bank's requirements

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. Foundation One Bank recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.