



## **Teller / Customer Services Associate, full-time**

**Location:** Palmyra Office, 111 E. Main Street, Palmyra, WI 53156

Provides high-quality customer service in a friendly and efficient manner for a wide variety of member transactions, introducing new products as appropriate, and supporting the day-to-day operations according to established policies and procedures.

### **Responsibilities**

- Handle basic transactions and answer questions in person or via telephone in a friendly, efficient, and accurate manner.
- Abide by established policies and procedures.
- Maintain knowledge of First Citizens State Bank products, services and processes.
- Introduce, promote, and sell institution products and services to customers to enhance their financial wellness.
- Balance and maintain a teller window and keep workstation organized.
- Understand member objectives by asking appropriate questions and attentively listening to member responses.
- Additional duties may include: establishing new deposit accounts, performing vault teller functions, monitoring the ATM cash balancing, providing guidance to fellow staff.

### **Knowledge, Skills & Abilities**

- Ability to maintain composure and professionalism under pressure.
- Excellent time management skills.
- High level of confidentiality, discretion and ethical behavior.
- Attention to detail and accuracy.
- Basic computer knowledge and ability to learn new programs.
- Excellent in-person, telephone, and written communication.
- A positive attitude and desire to work as part of a team and assist colleagues and customers.

### **Minimum qualifications**

- High School diploma.
- Prior cash handling and/or customer service experience desired but not required.

Position calls for 36 to 40 hours per week. Occasional Saturday hours required.

***We offer competitive pay and an exceptional benefits and leave package.***

### **How to Apply:**

Please submit application in person, by mail, or by email:

First Citizens State Bank

Attn: Amy Sexton

207 W. Main Street

Whitewater, WI 53190

[asexton@firstcitizensww.com](mailto:asexton@firstcitizensww.com)

Link to application: [Application for Employment](#). Applications may also be obtained at any of our four office locations (2-Whitewater, Palmyra, East Troy)