



Cashmere Valley Bank

Customer Support Center Representative I, II

Location: Wenatchee, WA

Department: Customer Support Center

FLSA Status: Non-Exempt

Grade/Level: \$16.50-\$23.80

Work Schedule:

Available to work Monday through Friday from 7:00 am to 8:00 pm, Saturdays & Sundays on a rotating schedule and overtime as necessary.

Job Status: Full Time

Reports To: Customer Support Center Supervisor

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY

Supports and contributes to Cashmere Valley Bank's goal of providing the highest quality of service to its customers. Processes a variety of customer transactions and cross sells bank services to new and existing customers.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Resolve customer complaints and/or answer customers' questions regarding their banking needs and inquiries.
- Actively explain, promote, or sell products or services. Process requests for address changes and other maintenance changes for customers.
- Adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Communicate with branch staff and customers via telephone, e-mail, and the Online Banking secure message system.
- Handle difficult or complex problems or escalate complaints or disputes.
- Make recommendations to management concerning procedural changes.
- Participate in the work of coworkers to facilitate productivity or to overcome difficult aspects of work.
- Adhere to all policies, procedures and regulatory compliance requirements for Cashmere Valley Bank.
- Regular, in person attendance is essential.
- Model and uphold the Mission Statement of Cashmere Valley Bank.
- Other duties as assigned. Job descriptions and duties may be modified if deemed necessary by management.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accuracy - Ability to perform work accurately and thoroughly.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Confidentiality - Keep all customer financial information strictly confidential.
- Customer Service - Ability to demonstrate continuous quality customer service to internal and external customers.
- Decision Making - Ability to make critical decisions while following company procedures.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Judgment - The ability to formulate a sound decision using the available information.

- Multi-task - Ability to prioritize, manage and perform multiple tasks as warranted.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Professionalism - Practice a high degree of professionalism with a positive attitude.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Reliability - The trait of being dependable and trustworthy.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Team Player - Contribute to an overall team effort by being an effective team player.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Training - Successful completion of all in-house and off-site training as required.

SKILLS & ABILITIES

Education: High School Graduate or General Education Degree (GED): Required

Experience: None

Computer Skills: Ability to operate a variety of office equipment including computers.

Certifications & Licenses:

Other Requirements:

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	C	21-50 lbs	N
Manually Manipulate	F	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	O	Push/Pull	
Crawl	O	12 lbs or less	O
Squat or Kneel	O	13-25 lbs	O
Bend	O	26-40 lbs	N
Grasp	F	41-100 lbs	N
Speak	C		

Other Physical Requirements

- Vision (Near, Distance)
- Sense of Sound - Ability to hear customers on the phone

WORK ENVIRONMENT

Cashmere Valley Bank's work environment is generally considered low risk in environmental conditions such as extreme noise, heat, cold or atmospheric exposures. The possibility for personal injury is low.

Prepared by: HR Department Date: 3/10/2021

Employee Signature: _____ Date: _____

Supervisor/ Manager
Signature: _____

Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.