

## **Customer Services Representative II**

### **SUMMARY:**

Responsible for presenting and explaining organization products and services to customers and assisting them to utilize these products and services. Assists customers in resolving account related problems.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Processes a variety of financial transactions for customers including the opening and closing of accounts, issuing checks, processing deposits and withdrawals from accounts, issuing certificates, drafts and other negotiable instruments.
- Responds to customer inquiry regarding the operation of accounts, access to services, resolving account discrepancies, balancing and reconciling, adding or reducing service features on various accounts, and assisting customers to make the most effective usage of service offerings.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)