



## **ACCOUNT SERVICE REPRESENTATIVE**

### **Essential Functions and Basic Duties:**

- Create and maintain close rapport with customers and promote Bank products and services to satisfy customer personal and financial needs and solicit and develop new banking relationships of all types to maximize Bank profits.
- Maintain account stability by acting as a full-service representative including servicing assigned accounts, assuring the Bank of satisfied customers and profitable accounts.
- Will have extensive contact with customers and public and is to conduct oneself in a manner that will enhance the image of the Bank.
- Offer the Bank's products, promotions or services to the customers on a regular basis up selling when appropriate.
- Monitor customer flow ensuring that customers are being assisted efficiently and by the proper Bank personnel.
- Organize and maintain various consumer banking files ensuring that files are complete and up to date, maintain and replenish consumer banking supplies and inventory.
- Perform other miscellaneous duties and special projects as required.
- Ability to travel to other locations, as requested by management.
- All other duties as assigned.

### **Required**

#### **Education, Experience, Competencies and Skills.**

- High school diploma or equivalent
- Basic understanding of deposit accounts and transactions.
- Proficient PC skills, including Microsoft Windows, Excel and Word.
- Good oral and written communication skills, including the ability to effectively and positively interact with all internal bank organizational levels and customers.
- Ability to handle multiple tasks quickly and proficiently.
- Self-motivated and eager to learn.
- Good organizational skills.
- High degree of accuracy and attention to detail.
- Ability to work with deadlines and time pressure.
- Ability to establish and maintain effective working relationships with staff.
- Ability to work with customer information in a confidential and professional manner.
- Ability to perform basic mathematical calculations.
- Ability to carry out complex written instructions.
- Ability to read and understand complex regulations.

## **Equal Employment Opportunity Policy**

First State Bank of Uvalde provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.