



## Relationship Specialist Creston

---

Please forward resume and completed job application via mail or email to:

Attn: Dawn Loudon  
PCSB Bank  
PO Box 409  
Creston, IA 50801  
careers@WeArePCSB.com

---

### SUMMARY

The successful candidate will be a customer service and solution oriented team member. Essential responsibilities include, but are not limited to, handling routine financial transactions and assisting customers with new and ongoing account support. Reports to Relationship Manager of PCSB Bank Creston, 37.5 - 40 hrs/wk.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Handle routine financial transactions (deposits, withdrawals, advances, loan payments, etc.), and balance these transactions daily while ensuring a positive interaction with customers and non-customers
- Cross-sell products when appropriate by making the necessary referrals to those who specialize in the bank's outstanding product line
- Open new accounts, including checking, savings, money markets, certificates of deposits, and IRA's
- Become knowledgeable in all bank retail products and services, applicable bank and branch policies, procedures and support systems
- Basic receptionist duties (answering phones, directing lobby traffic, etc.)

### MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Service/retail industry; banking experience, preferred
- Excellent verbal and written communication skills
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office