



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 providing outstanding customer assistance, phone and video support. Reports to Relationship Manager of PCSB Bank Creston, 37.5 - 40 hrs/wk. from 9AM - 6PM with rotating Saturdays from 8AM - 12PM.

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
- Assist customers with new and ongoing account support
- Provide outstanding customer phone and video support to all PCSB Bank customers
- Provide solutions and trouble-shooting support for the bank's web and mobile delivery channels (online banking, bill payer, mobile banking, e-statements, 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