



228 N 2nd Ave SW

Rome, Georgia 30165

(706) 236-2123

Job Description – Client Services Associate

Position title: Client Services Associate
Exempt Status: Non-Exempt, part-time position
Reports to: Client Services Manager

Position Summary: This position has the overall responsibility of providing quality service to customers both on the phone and during any personal interaction at the bank. Primary responsibility will be answering incoming calls and responding to those as necessary, answering questions and assisting customers as needed. Successful candidates need to have excellent verbal communication skills and be able to effectively communicate to both clients and employees. This position will primarily answer incoming calls to River City Bank and streamline incoming calls to business lines within the bank.

Key Duties and Responsibilities

Provides personalized service to financial institution customers by performing the following duties:

- Evaluate needs or requests to clients that call, or to potential customers, and direct calls to other specialized areas within the bank as needed.
- Provide excellent, friendly customer service to clients that call or come into the lobby.
- Receive bank visitors, provide information as needed and direct them to appropriate staff as necessary.
- Assist Client Services with miscellaneous clerical tasks as needed.

Overall

- Creates an environment of commitment to compliance, including but not limited to the BSA/AML and OFAC Compliance Program which encompasses; acting with integrity even in difficult situations; completing training in a timely manner; setting an example for others in diligently reporting suspicious activity; and understanding both your individual and the organization's responsibilities around fair and responsible banking and to use that knowledge to serve customers fairly and consistently.
- Complete other duties as assigned.

Knowledge, Skills & Abilities

- High school diploma or general education degree (GED) required
- One to two years related experience and/or training preferred.
- Must possess excellent communications skills, both written and verbal.
- Position requires attention to detail, prioritization of duties, and time management skills.
- Exhibit the ability to handle conflict in a professional manner and exhibit professionalism in communication skills.