Customer Service Representative I

Hiring organization
Iowa Trust & Savings Bank

Employment Type
Full-time

Working Hours
Monday through Friday 8:00am to 5:00pm

Date posted
October 6, 2026

Valid through
01.12.2026

Description

Position Summary

The Customer Service Representative I, is responsible for providing a courteous service that assists customers and staff in the accurate and efficient processing of deposit operations and general banking activity. Recommend and cross-sell bank products and ensure compliance with bank operations. This position requires accuracy, organization, and supports daily operations and maintenance. Assist individuals with deposit and other banking needs. Participate in bank committees and consistently apply the Vision, Mission and Values of the organization.

Essential Functions

- Provide a variety of customer account services, including processing deposits, withdrawals, loan payments, check cashing, night and mail deposits, cashier's checks, money orders, and other routine banking transactions.
- Respond in a positive manner and provide resolution to customer or staff inquiries.
- Exhibit effective use and understanding of all retail and commercial deposit products, deposit insurance, bank services and fees, and selling techniques.
- Perform cash drawer, cash vault, safe deposit, receptionist, and proof operation functions. Assist with cash audits.
- Resolve routine and more complex problems; communicate solutions and fulfill customer account information requests. Utilize available expertise and staff resources to deliver quality solutions in a timely manner.
- Participate in training sessions.
- Support audit and regulatory information requests by providing staff and/or examiners with detailed records and reports.
- Promote a high level of employee cooperation and rapport and utilize available expertise and staff resources to deliver quality solutions in a timely manner.
- Assure compliance with all bank policies and procedures, as well as all applicable state and federal banking regulations.
- Diligently protect and appropriately manage confidential and sensitive information.
- Demonstrate knowledge of, and adherence to, equal employment opportunity. Shows respect and sensitivity for cultural differences and promotes a working environment free of harassment of any type.
- Maintain an active awareness and understanding of policies, procedures, designated authorities, regulations, and laws, including but not limited to Funds Availability, Bank Secrecy Act, Anti-Money Laundering Act, and other laws and regulations.
- Contribute to a positive team environment by cooperatively working with other department team members and bank personnel.
- Perform other job-related duties as assigned.

Qualifications

Education

- High school diploma or equivalent required; Associate degree or additional relevant education preferred.

Experience

- One or more years of related experience and/or training, or an equivalent combination of education and experience.
- Relevant professional certifications or industry designations are preferred.
- Experience in banking, accounting, finance, lending, operations, management, or supervision is preferred.
- Relevant education or professional development through internal training, formal coursework, or financial industry-related programs is beneficial.

Contacts

Job Posting Link
http://futuresystems.evolutionadvancedhr.com/JobApplication.aspx?jobpostingkey=e51bb409-d9ec-496a-9b52-c9cc152ac3ab