

Lake Central Bank
Teller/Customer Service Representative

Lake Central Bank is seeking a professional, friendly and reliable bank teller to join our team. We are looking for someone that is detail-orientated, has strong communication skills, and provides excellent customer service. As the “frontline” of our bank, you would play a fundamental role in achieving our customer satisfaction, as well as accurately and efficiently processing all transactions.

Questions or interested in applying? Contact Heidi Wurm at hwurm@lakecentralbank.com or 320-274-8216.

Duties/Responsibilities:

- Warmly welcomes customers as they arrive
- Helps customers with routine financial transactions within time limits and established guidelines (deposits, withdrawals, loan payments, etc.)
- Handles incoming calls/walk-in traffic regarding basic questions
- Directs incoming calls/walk-in traffic when needed by having basic knowledge of employees roles in order to accurately connect the customer with the right employee
- Assists routine customers with safety deposit box
- Goes the “extra mile” to build trust relationships, customer loyalty and satisfaction
- Manages risk in every transaction and works diligently to detect fraudulent transactions to prevent losses

Required Qualifications:

- Strong communication and customer service skills
- Ability to build relationships with customers and proactively anticipate their needs
- Strong time management skills
- Detail-oriented
- Basic computer skills
- Ability to multi-task and prioritize responsibilities
- Willingness to work every other Saturday

Preferred Qualifications:

- Previous banking experience
- Familiarity with electronic equipment (e.g. cash drawers, receipt validators, money counters)

Number of Hours: 40/week

Location: Clearwater, MN (main site) / Annandale, MN

