



CAREER OPPORTUNITY

Job Title: Customer Service Representative (CSR II)
FLSA Status: Non-Exempt
Reports To: VP Branch Manager
Location: Eagle Rock CA.
Language: English (Mandarin would be ideal)

Note: This job description is a summary of the job duties and requirements that are essential to the evaluation of the job. It is not intended to be complete in detail. These responsibilities are typical for this job; however, on occasion, individuals in this position may be required to perform functions of a higher or lower skill level not included in this job description.

Universal Bank is currently seeking an experienced **Customer Service Representative II** to join our team in **Eagle Rock, CA.**

ABOUT Universal Bank

Universal Bank is a premier company in West Covina CA., that has remained dedicated to the commitment of serving our local communities. We provide customized customer service by offering a full array of deposit and loan products. Our corporate office is in West Covina CA., with five branches serving LA County in West Covina, Monterrey Park, Rosemead, Eagle Rock and Arcadia. Our cultivated team is an extremely knowledgeable banking professional.

Job Summary:

This position Deals with customers in a courteous manner always providing UB's Red Carpet Service. Under limited supervision, is responsible for conducting transactions (paying and receiving) for customers; answers customer inquiries on existing accounts; performs teller functions and related activities. May open new accounts and assist with customer correspondence.

Essential Job Duties and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Receives loan payments and answers routine customer inquiries
- Receives and processes checking and savings deposits and requests for withdrawal of funds
- Answers customer inquiries regarding bank policies and procedures
- Directs complex questions to Assistant Branch Manager or Manager
- Issues Travelers Checks and money orders. May service safe deposit boxes
- Balances cash and daily work in a reasonable time
- Maintains files of various records and cards related to checking and savings accounts
- Under direction, may authorize check cashing for customers
- Processes incoming and outgoing wire transfers
- Receives passbook loan payments
- Assists in the sales efforts of the branch, including the conduct, work habits and professionalism conducive to an effective sales effort
- May engage in business development activities by soliciting new accounts in the branch's geographical area and attending to the needs of current and prospective customers on a variety of matters
- Establishes and maintains relationships with current and potential customers in anticipation of increasing deposits and fee income from the sale of financial products
- Communicates effectively with the customer in person, by phone or through correspondence, as the situation requires
- Processes all mail transactions involving new accounts in a prompt and accurate manner
- May assist in any of the following clerical duties:

- Log mail, answer correspondence, file, answer phones, operate copy machine, type
- Cross-sells Universal Bank product and services
- Ensures that the processing of all accounts follows Universal Bank and Federal government regulations
- May issue, transfer, and change safe deposit boxes, and maintain access records
- Provides the highest quality service and proficiency to the customers of Universal Bank

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requirements

Education and Experience:

- High School Diploma or Equivalent
- One year of relevant work experience in a financial institution
- One-year experience of Cash Handling

Skills and Abilities:

- Capabilities to balance, count money, and make basic arithmetical computations
- Ability to communicate effectively with customers and staff personnel
- Ability to solicit business

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

- While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk and sit.
- The employee must occasionally lift and/or move up to 10 pounds.
- No specific vision abilities required by this job.
- Noise level in the work environment is usually moderate

Computer skills:

Accurate typing/keyboarding skills; basic computer skills, including the use of word processing and spreadsheet software applications (WORD, EXCEL), and e-mail delivery systems.

Compensation and Benefits:

- Competitive salary; commensurate with experience
- Comprehensive Benefits package available

Universal Bank is an Equal Opportunity Employer. Anyone needing accommodation to complete the interview process should notify the recruiter.

You may or may not receive a response to your inquiry by email, mail or fax depending on the number of job openings, volume of inquiries, and your qualifications.