

## **Employment Opportunity Announcement**

**Position:** Customer Service Representative/Backup Customer Service Associate

**Department:** Main Bank Financial Center, Dyersburg TN

**Position Description:** Requires knowledge of Bank's deposit accounts, certificates of deposit and Individual Retirement Account in order to ensure the customer is sold the best product according to individual needs. Requires a good working knowledge of other Bank products/services and in order to effectively cross sell services and make referrals to other departments/subsidiaries. Needs a good working knowledge of the operational aspect of the Bank's product/services in order to resolve any customer concerns/problems. Must demonstrate the ability to communicate with customers one on one in a friendly/courteous manner. Must handle challenging situations in a professional manner and make it obvious to the customer that assisting him/her is of the most important priority. Embrace and implement "Welcome Home" experience as you interact with external and internal customers.

Serve as back up Customer Service Associate. For a complete list of job duties contact Human Resources.

**Qualifications:** Excellent customer/employee relationship skills, knowledge of bank products, team worker, problem solving skills and basic computer skills. Willing to participate in and support community events. Able to actively solicit deposits and other bank products/services.

**Working Conditions:** Available to work Monday thru Friday 8 am to 5 pm; Must be able to work under minimal supervision and own initiative.

**Wage Level:** \$9.51 to \$16.00

**EEO/AA/M/F/VETS/DISABILITY**

**First Citizens National Bank**  
*"Employee Owned Community Bank"*