Employment Opportunity Announcement

Position: Retail Service Center Specialist Level I (Part Time Position)

Department: Retail Service Center – Operations Center, Dyersburg TN

Position Description: The Retail Service Center is considered one of our critical contact channels. Therefore, the role of a Retail Service Center Specialist requires someone with a very unique skill set which includes the desire to help people, ability to maintain tactful and professional manner with every customer interaction, maintaining a good memory with the ability to recall product details, policies and procedures. Many times the environment will be incredibly fast paced and require the Retail Service Center Specialist to have great keyboarding skills and the ability to use several computer programs/applications at once, while dealing with customers on the phone. High energy, resilience, and excellent time management skills will be very important for any one with Retail Service Center aspirations. Retail Service Center Specialists should be able to apply the "Welcome Home Service Standards" influencing the customer experience in a positive manner. Retail Service Center Specialists must be confident in their ability to perform their job gaining the customers confidence and trust resulting in loyal and satisfied customers for First Citizens National Bank.

Qualifications: Retail Service Center Specialists must have good listening skills. Good listening skills will allow the Retail Service Center Specialist to understand the customer's needs, answer questions with confidence, and ask questions that come across as well thought out. Verbal and written communication skills; problem analysis and problem solving; customer service orientation; organizational skills; attention to detail; initiative; adaptability; team work; stress tolerance and resilience.

Working Conditions: Available to work 25 hours per week: Monday, Wednesday, Friday (flexible hours) and Saturday (8 am to 1 pm). Must be able to work under minimal supervision and own initiative.

First Citizens National Bank
"Employee Owned Community Bank"