



Citizens Bank of the South is seeking a full-time Receptionist/Switchboard Operator for its Milledgeville location. This position requires operating the telephone switchboard and greeting bank customers and visitors and directing as needed. The job role also includes functioning as a back-up to the Teller line and Customer Service Representative.

Specific job responsibilities include, but are not limited to:

- Answering incoming telephone calls, ascertaining callers' needs, transferring to the proper person and taking messages as needed.
- Representing the Bank in a courteous, professional manner, and proactively greeting all customers and visitors.
- Answering questions and inquiries from customers and visitors concerning services provided by the Bank and directing them to the appropriate person or department.
- Demonstrating a knowledge of bank products and services.
- Demonstrating the ability to manage service issues independently.
- Working with management and other staff to ensure proper lobby management at all times.
- Ordering checks for customers.
- Assisting customers with account inquiries, stop payments, transfers, and internet banking.
- Opening accounts and setting up Online Banking.
- Checking off daily work on new accounts.
- Operating a Teller window – basic duties include but are not limited to processing deposits, cashing checks, issuing money orders, bond redemption, transfers and change orders.
- Organizing and logging customer visits.
- Tracking Jr Way tokens issued and redeemed.
- Maintaining vendor log.
- Performing various other duties in the department as requested.

Job Requirements:

- Minimum high school diploma or the equivalent is required.
- Prior banking and customer service experience preferred.
- Proficiency with computers, calculators, printers and other office equipment.
- Good communication and interpersonal skills with pleasant telephone manner.
- Enjoys public contact.
- Mathematical aptitude.
- Flexibility and ability to multi-task.
- A self-starter working well independently with minimal supervision, as well as in a team environment.

Please send your resume' to jobs2021@cbots.com or mail to:

Citizens Bank of the South
Attention: Human Resources
P O Box 836
Sandersville, GA 31082

Benefits include medical, dental, life insurance, 401k, flexible spending accounts, paid vacation and holidays and sick/excused time.

Citizens Bank of the South is an Equal Opportunity Employer.