

**FIRST STATE BANK OF LIVINGSTON  
MAIN BRANCH  
FULL-TIME CALL CENTER REPRESENTATIVE  
Closes 01/15/2024**

**WE HIRE VETERANS**

Provide quality, efficient, friendly service by promptly answering incoming calls and transferring to appropriate personnel in a pleasant and professional manner; assist customers with account inquiries and balancing bank accounts over the phone; prepare letters; file and maintain documents; perform a variety of duties to provide existing and potential customers with appropriate and accurate services while insuring confidentiality and the security of accounts; promote the bank's products and services and answer questions; execute competent security procedures by being observant and informed about potential security risks; follow established policies and procedures for the position and operate within compliance with federal regulations.

Requirements include high school diploma or GED; proficiently using telephone and computer for assisting phone customers, word processing and other functions; using 10-key by touch; must sit for extended period of time and kneels/squats, bends/stoops, pushes/pulls, twists, and transfers up to 10 pounds.

One year of customer service representative experience preferred but not required.

Must be able to pass background check. Must be discreet and trustworthy.

This job requires a person who can pay attention to details, a person with a pleasant personality, and a person who will not become rattled when there is more work than can be completed on schedule or call volume is high.

The person in this position must like people and enjoy helping them since there is constant customer contact over the phone.

A consistent positive, cooperative, self-motivated, courteous, and professional attitude is considered an essential function. Must treat others with respect and in a professional manner.

Expected to work as a team player and roll up sleeves and pitch in as necessary to get job done.

Should regard coming to work on time, working shift as scheduled, and leaving at the scheduled time as essential functions of job.

Must be able to work rotating schedule Monday through Friday: One week 7:45 A.M. – 4:30 P.M., and 8:45a.m.-5:30p.m. and one week 7:45 A.M. – 5:30 P.M. Management reserves the right to change this schedule.

**All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, or other legally protected status.**

**APPLICATIONS MUST BE SUBMITTED TO HUMAN RESOURCES BY THE END OF THE DAY ON 01/15/2024.**

You may pick up an employment application at any of our branches or apply online at <https://www.workintexas.com>.