



The National Bank of Indianapolis
Job Posting: Customer Service Representative (Teller)

A Stable and Growing Employer

The National Bank of Indianapolis is the largest, locally owned, national bank in greater Indianapolis. Since opening our doors in 1993, we have grown from 18 employees to more than 330 employees. Our strength and success in serving the local market is directly attributable to our talented staff. With greater than 90% staff retention year after year, and with highly competitive compensation and benefits, our staff enjoy a sense of stability not always experienced in the general work environment, as evidenced during the global pandemic and recent Great Recession when many employers reduced staff and benefits. Benefits include but are not limited to: medical/dental/vision/life insurance, vacation, personal time, holidays, tuition reimbursement, 401(k), profit sharing, and wellness benefits.

Who We Are Looking For

The National Bank of Indianapolis has assembled a diverse team of talented staff by hiring only the best, whether highly experienced professionals or those just entering the workforce. We are looking for those who are committed to delivering superior service to our clients and superior teamwork to their coworkers. Along with the relevant knowledge and experience, The National Bank of Indianapolis requires its employees to have both a high degree of professionalism and a commitment to excellence.

How to Apply

To express interest in an open position at the Bank, please email your resume to Resumes@NBofI.com or call 317/261-3271.

We invite you to learn more about The National Bank of Indianapolis at
<http://nbofi.com/careers.php>

The National Bank of Indianapolis is an Equal Opportunity Employer
(Minority/Female/Disability/Veteran)





THE NATIONAL
BANK OF INDIANAPOLIS

JOB POSTING

Position: Customer Service Representatives, Various Locations

Purpose of Position

Operates a teller's window by providing prompt, efficient, accurate and high-quality customer service. Represents the Bank in a courteous, professional manner, alert to customer needs and willing to cross-sell or refer the customer to appropriate staff.

Essential Functions:

- ◆ Uphold the "Culture of Excellence" and provide high quality customer service to all clients all the time
- ◆ Comply with all banking regulations and our own Bank policies, procedures and objectives
- ◆ Maintain proper procedures and security controls to protect against criminal and fraudulent activity and unnecessary risk or exposure, including but not limited to following Bank policies and procedures to ensure confidentiality and obtaining all proper identification on telephone and electronic inquiries
- ◆ Provide clients with accurate account, product or service information
- ◆ Process checking and savings transactions, negotiable instruments (i.e. official checks, money orders and traveler's checks), loan payments and safe deposit box rental payments in a timely, accurate manner
- ◆ Maintain basic knowledge of Bank services and products
- ◆ Evaluate customer product/service needs to ensure client satisfaction and refer any transactions to appropriate departments as needed
- ◆ Balance transactions at end of day and verify cash totals
- ◆ Maintain working knowledge of the branch capture system

Requirements:

- ◆ High School Diploma or equivalent
- ◆ Minimum of six months cash handling experience required; bank experience preferred
- ◆ High degree of accuracy and attention to detail
- ◆ Excellent communication and customer service skills, exhibiting a high degree of professionalism
- ◆ Excellent interpersonal skills, with the proven ability to interact effectively with individuals from diverse backgrounds
- ◆ Basic computer proficiency and terminal knowledge
- ◆ Ability to interpret data and identify problems

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