



Customer Service Specialist

Part Time

Summary/Objective

Under the direction of the Vice President/Operations Manager, the Operations team is responsible for all deposit functions of the Bank including the daily monitoring of Debit Card activity, online banking, bill pay, mobile banking, mobile Remote Deposit Capture (mRDC), assist with wire transfers, ACH Activity, inclearing, and Reg E Claims. Deposit Operations assists with all deposit banking regulations, functions and questions. Operations provides unmatched service to internal and external customers and verifies essential branch functions to ensure the Bank is compliant with all deposit policies and procedures.

The **Customer Service Specialist** is responsible for providing a timely and professional greeting to all visitors and callers to the North Brookfield Savings Bank corporate offices. The Customer Service Specialist is the primary phone contact for all callers to the Bank and will answer calls, or direct the caller to the required party. This requires excellent time management and the ability to work independently and as a member of a team.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to continually evaluate the needs of a busy office, identify where they are most needed and take the initiative to assist.
- Represent the Bank in a courteous and professional manner.
- Excellent interpersonal and communication skills.
- Proficient computer skills.
- Ability to successfully multi-task.
- Greet customers in a friendly and professional manner.
- Direct internal and external customers efficiently and appropriately.
- Assist with clerical duties as needed.
- Provide first level customer service.
- Verify branch and back office account maintenance.

Resume and salary requirements should be sent to:

*North Brookfield Savings Bank
Attention: Andrea Healy
35 Summer Street
North Brookfield, MA 01535
ahealy@banknbsb.com
fax 508-867-0716*

Competitive salary and benefits offered.

FLSA - Non-Exempt

Part-time 8:30am – 2:30pm

NBSB is an Affirmative Action/Equal Opportunity Employer.