



CAREER OPPORTUNITY

Job Title: Customer Service Representative (CSR II)
FLSA Status: Non-Exempt
Reports To: VP Branch Manager
Location: Arcadia CA.
Language: English (Mandarin would be ideal)

Universal Bank is currently seeking an experienced **Customer Service Representative II** to join our team in **Arcadia, CA**.

About Us:

For over 60 years, Universal Bank has remained dedicated to the commitment of serving our local communities. Universal Bank continues today to provide customized customer service by offering a full range of loan and deposit products and services.

Job Summary:

This position deals with customers in a courteous manner always providing UB's Red Carpet Service. Under limited supervision, is responsible for conducting transactions (paying and receiving) for customers; answers customer inquiries on existing accounts; performs teller functions and related activities. May open new accounts and assist with customer correspondence.

Job Responsibilities:

- Receives loan payments and answers routine customer inquiries
- Receives and processes checking and savings deposits and requests for withdrawal of funds
- Answers customer inquiries regarding bank policies and procedures
- Directs complex questions to Assistant Branch Manager or Manager
- Issues Travelers Checks and money orders. May service safe deposit boxes
- Balances cash and daily work in a reasonable time
- Maintains files of various records and cards related to checking and savings accounts
- Under direction, may authorize check cashing for customers
- Processes incoming and outgoing wire transfers
- Receives passbook loan payments
- Assists in the sales efforts of the branch, including the conduct, work habits and professionalism conducive to an effective sales effort
- May engage in business development activities by soliciting new accounts in the branch's geographical area and attending to the needs of current and prospective customers on a variety of matters

- Establishes and maintains relationships with current and potential customers in anticipation of increasing deposits and fee income from the sale of financial products
- Communicates effectively with the customer in person, by phone or through correspondence, as the situation requires
- Processes all mail transactions involving new accounts in a prompt and accurate manner
- May assist in any of the following clerical duties:
 - Log mail, answer correspondence, file, answer phones, operate copy machine, type
- Cross-sells Universal Bank product and services
- Ensures that the processing of all accounts follows Universal Bank and Federal government regulations
- May issue, transfer, and change safe deposit boxes, and maintain access records
- Provides the highest quality service and proficiency to the customers of Universal Bank

Requirements

Education and Experience:

- High School Diploma or Equivalent
- 6 + months' of relevant work experience in a financial institution

Skills and Abilities:

- Capabilities to balance, count money, and make basic arithmetical computations
- Ability to communicate effectively with customers and staff personnel
- Ability to solicit business

Compensation and Benefits:

- Competitive salary; commensurate with experience
- Comprehensive Benefits package available