



**Job Opening- Customer Service Representative II
Lawrence, KS (6th and Monterey Way)**

First State Bank & Trust is a community bank with locations in northeast Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We have a full-time job opening for a Customer Service Representative II at our Lawrence location, 3901 w. 6th St. Hours are 7:45am-4:45pm Monday-Friday and one Saturday a month from 7:45am-noon. Ideal candidate will have prior teller and new accounts experience.

SUMMARY

Provides the highest level of customer service. Receives and pays out money and maintains accurate records of all transactions. Cashes checks within assigned limits. Accepts savings deposits and withdrawals, verifies signatures, and posts interest and balances as required. Accepts loan and credit card payments. Issues money orders, cashiers', and travelers' checks, and redeems savings bonds. Provides the highest level of customer service. Provides regular follow-up to ensure that current and prospective customers' questions have been answered. Provides customers with information on deposit accounts, rates, service charges, restrictions, and other relevant account information. Prepares paperwork for opening new accounts, orders checks and ATM cards, provides starter checks, and sends follow-up letters for new accounts. Researches and resolves problems and responds to customer inquiries on account status. Renews or opens new accounts. Cross sells other Bank services and refers customers to other departments as appropriate. Keeps informed of changes in Bank services or procedures. This position does not manage a portfolio.

To apply e-mail your resume to kathy@firststateks.com or apply online at <https://www.firststateks.com/Careers>

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