



**Job Title:** Customer Service Representative

**Location:** Trinidad, Colorado

**Job Type:** Full-time, Non-Exempt

**Overview:**

The Customer Service Representative is responsible for timely answering and routing all phone calls received at the Trinidad Office's main line. Additionally, the Customer Service Representative will accurately complete transaction requests for customers (e.g. transfers, loan payments), while also solving customer questions and concerns. The Customer Service Representative will ensure InBank customers receive a great customer experience.

This is an entry level position and is perfect for the candidate who would like to grow their career at InBank. This job requires a patient and stable work style and consistency in dealing with repetitive routine. The job demands a cooperative, agreeable, and sympathetic listener who gets along with others and enjoys being helpful to them. A customer service, team-oriented focus is of utmost importance. The job requires attention to the details of work, handling them with better-than-average accuracy and with careful attention to the quality of the work. The focus is on working comfortably under close supervision within a stable, secure team. The pace of the job is steady with an inclination to keep doing things the same way unless directed otherwise by a supervisor. When there is change in the structure of work or scope of responsibility, ample time will be provided to learn the new work thoroughly with opportunity for repetitive practice. If the job requires making decisions, such decisions will be made in close conference with the team and supervisors. When the job requires work to be completed under time pressures or in changing situations, management will provide close support and encouragement.

**Essential Job Functions:**

- Perform transfers, general account maintenance, process loan payments, and miscellaneous projects as needed.
- Inform customers about all banking products and services; identify and cross-sell referral opportunities to broaden the customer's banking relationship.
- Deliver excellent customer service: know InBank's products and services, maintain a positive attitude, respond quickly, focus support on the customer, and actively listen.
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties as assigned.



### **Minimum Qualifications:**

- High School Diploma or equivalent.
- 6 months of experience in customer service, sales, teller work, new accounts, or loan processing.
- Detail-oriented.
- Must be able to use fingers, hands, and wrists for repetitive tasks such as typing, using a mouse, handling paper, and operating a telephone.
- Maintains confidentiality in handling customer and bank information.

### **Preferred Qualifications:**

- 1+ years prior teller, sales, or customer service experience.
- Strong attention to detail and accuracy.
- Professional and courteous communication skills.
- Ability to cross-sell and/or refer bank products based on customers' needs.
- Strong verbal, written customer service skills.
- Working knowledge of standard banking products, services, and transactions, including deposit products and credit/debit cards.

### **Compensation:**

The applicant who is selected for this position will be eligible for the following compensation and benefits:

- Targeted pay range based on experience: \$26,728 - \$27,352. This range is an estimate based on potential employee qualifications and other considerations permitted by law under the Colorado Equal Pay for Equal Work Act and Equal Pay Transparency Rules.
- Bonus Eligibility: Annual bonus based on Company Bonus Plan/Individual Performance and is at the Company Discretion at a rate of 10% of annual base salary
- Benefits: Medical, Dental, Vision insurance. Disability insurance. Employee assistance program. Flexible spending account. Health savings account. Life insurance.
- Paid Time Off: Vacation and sick leave, as well as Bank Holidays
- 401(k): Company match begins with the first contribution and follows the company vesting schedule
- Other: access to career training and development opportunities, employee discounts
- For more about InBank and our culture, visit us here: [Who We Are](#)



InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.