



## ABOUT US

At Golden Valley Bank, we pride ourselves on delivering an experience unlike any other. Take our commitment to customers, staff and community—the foundation of true community banking. It's our passion to help businesses grow, help make dreams a reality and better our local economy. We believe this passion for our community starts with our employees. Encouraging our staff to be involved in the organizations and non-profits who strive to make a difference allows them to connect, engage and better understand community needs. The power of community starts at home with our Golden Valley Bank family.

Learn more on our website at [www.goldenvalley.bank](http://www.goldenvalley.bank)

## TO APPLY

Submit a cover letter and resume on our website's career page at [www.goldenvalley.bank/careers](http://www.goldenvalley.bank/careers) or email them to Terri Morris at [tmorris@goldenvalley.bank](mailto:tmorris@goldenvalley.bank).

*Equal Opportunity Employer*

## OUR CORE VALUES

- ✓ **Absolutely Outstanding Customer Service**
- ✓ **Development and Retention of Knowledge**
- ✓ **Empowerment**
- ✓ **Unparalleled Community Leadership**
- ✓ **The Highest of Corporate Standards**

## JOB ANNOUNCEMENT

# Customer Service Representative

Golden Valley Bank is currently seeking a friendly and qualified Customer Service Representative who has exceptional interpersonal skills. Our model candidate is driven by knowing their everyday delivery of *Absolutely Outstanding Customer Service* helps us achieve our goal of being the Best Bank in Town.

Reporting directly to the Client Services Manager, the Customer Service Representative possesses a very positive attitude, is courteous and efficient. We expect applicants to promote a cheerful and professional image of the Bank while processing customer transactions in a confidential, timely and accurate manner.

Ideal candidate will have great communication skills, the ability to listen to customers and determine their needs. Competence to maintain a high degree of accuracy in handling cash, balancing cash drawer, recording daily transactions and should have:

- A commitment to the vision, mission, and core values of Golden Valley Bank
- Awareness that you can make a positive difference in the community with above average customer service
- Proven success in communication both written and orally
- Ability to maintain a high level of safety for the Bank and follow all security procedures
- Desire to work closely with customers and colleagues

Possess the following qualities:

- Ability to work effectively as part of a team and independently
- Competence to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills
- Willingness to adapt to changing business needs and deadlines
- Strong sense of responsibility and accountability

Additional information regarding this position is available upon request, including, a Job Description and details of our excellent benefits programs.

If you value your community, enjoy providing Absolutely Outstanding Customer Service, desire the opportunity for professional growth, and believe you possess the commitment, personality, and skills to become part of the Best Bank in Town, we would like to hear from you!