

Job Title: Customer Service Representative

Location: Springfield, CO – Frontier Bank (Community Bank headquartered in Lamar, CO)

Compensation: \$15.16-\$18.00 per hour, depending on experience

Employment Type: Full-time

About Frontier Bank

Frontier Bank is a locally owned, community-focused financial institution dedicated to supporting the people, businesses, and agricultural producers in our region. With deep roots in southeastern Colorado and surrounding areas, we pride ourselves on building lasting relationships and delivering personalized banking solutions.

Position Overview

We are seeking an experienced and self-motivated Customer Service Representative to join our Springfield team located at 808 Main Street, Springfield, CO 81073.

This position requires exceptional customer service skills, dependability, professionalism and a positive work ethic in a team environment.

Key Responsibilities

Must have computer skills and be able to use a 10 key calculator.

Provide a variety of basic banking services such as but not limited to:

- Assist customers with account inquiries and financial services.
- Maintain compliance with banking regulations and security policies.
- Accurately and efficiently process customer transactions.
- Cashes checks, properly verifying endorsements. Processes withdrawals and other debits. Redeems U.S. Savings Bonds.
- Performs other customer service activities (i.e., answers routine questions and telephone calls concerning Bank services; assists customers with questions/problems on accounts; promotes Bank services all in a professional manner.)
- Performs other related duties as assigned (i.e., completes daily reports, balances and services ATM, vault and provides customer access to their safe deposit boxes, processes cash items daily, collects cash items as necessary, etc.)
- Open new consumer and business accounts.
- Provide internet banking customer assistance.
- Provide service exceeding customer's expectations. Maintain Frontier Bank's customer service standards, greeting customers and facilitating a welcoming and customer focused environment.
- Other duties as assigned.

Qualifications and Requirements

Education:

- High School Diploma or Equivalent

Preferred Work Experience includes at least 1 year of experience:

- As a Teller.
- Of Banking experience.
- Of Customer Service and Cash Handling Experience

Computer Skills

- Proficient with Microsoft Office Suite
- Ability to successfully learn new programs as part of day-to-day operations
- Basic knowledge of internet banking

Additional Skills/Experience:

- Attention to detail and accuracy
- Professional and courteous communication skills, both written and oral

Schedule

This is a daytime position. No evenings, weekends or holidays.

The position is full-time with 8-hour shifts during the day.

The position is in office. No remote work options.

Compensation & Benefits

- 401(k) Matching
- Health, Dental, and Vision Insurance
- Paid and Sick Time off
- Paid Training
- Professional Development Opportunities
- Supportive, community-focused work environment.

How to Apply

Apply online at www.frontierbankco.com or submit your resume and cover letter to Christy Brady at christy@frontierbankco.com or 808 Main St. Springfield, CO 81073.

Frontier Bank is an Equal Opportunity Employer.