

JOB DESCRIPTION

JOB TITLE: ACCOUNT SERVICES REPRESENTATIVE

SCHEDULE: Monday – Friday, 8:00 a.m. to 5:00 p.m.

GENERAL SUMMARY

The Account Services Representative is a vital part of the bank's internal and external communications. The incumbent utilizes the telephone system and the network to maintain the flow of information; answers customer service inquiries; utilizes knowledge based on experience in exercising discretion and judgment in interpreting policies and procedures and making exceptions as required.

EXPERIENCE/EDUCATION

High school diploma or equivalent. 1-2 years of experience with telephone and/or front-line customer service preferred. Prior banking experience is preferred.

FNB Oxford is an Equal Opportunity Employer.