



## ***Customer Support Representative***

A full-time Customer Support Representative position is available in the Bank's e-Banking & Customer Support Department in our Lightstreet Office.

Customer Support Representatives are the point of contact for all debit cards, electronic and telephone banking. They must be able to assist customers in an efficient and professional manner. They determine the purpose and need of customer contact, answer inquiries and resolve problems related to account maintenance and banking services, recommend appropriate products and transfer the call to other personnel if needed. They must be detail-oriented to help maintain databases and gather information for debit card disputes.

Education & Experience: High school diploma or equivalent required and/or additional education in banking or specialized training a plus. One (1) year experience in banking, customer service, or call center environment preferred.

Skills: Excellent verbal communication skills including strong grammar and vocabulary skills and excellent active listening skills. Solid written skills to quickly compose a well written email or other correspondence. Proficient computer and phone skills. Good organizational and attention to detail skills. Must have a positive attitude and professional mannerism.

Hours: Mon-Fri, 8am – 5pm (with occasional Fridays until 6pm)  
Occasional Saturdays from 9am-1pm  
Flexible to work additional hours as needed

Benefits: Include a competitive compensation, excellent benefit package including medical, dental, vision, 401(k), paid holidays and vacation.

To be considered, we **require** a completed employment application available at:  
[www.firstcolumbiabank.com](http://www.firstcolumbiabank.com) "Careers"  
or at any branch office.

**First Columbia Bank & Trust Co.**  
**c/o Human Resources Dept.**  
**P.O. Box 240**  
**Bloomsburg, PA 17815**  
*Equal Opportunity Employer of  
women, minorities, protected Vets,  
and individuals with disabilities*