

Bank Receptionist

Keen Bank has an immediate full-time opening for an energetic and friendly individual with superior customer service skills.

Summary

As the first person in contact with a customer, this position sets the tone and demeanor for the entire office. Greet and welcome customers in a gracious, attentive, courteous, and service-oriented manner. Respond promptly to customers with distinct, elegant, superior, and creative service to meet their needs. Listen and extend assistance to resolve challenges quickly and efficiently, using experienced judgment and discretion. Interact with all customers with tact and diplomacy. Always maintain a warm and friendly demeanor. Answer multi-phone lines, direct customer inquiries, and perform light office work.

Responsibilities and Requirements

- Promptly answer incoming calls and transfer to appropriate individuals.
- Greet customers as they enter/leave the bank and escort them to the appropriate staff personnel as needed. Inform staff of customer's arrival and acknowledge customers with eye contact at all times.
- Interact effectively with customers with patience, tact, and diplomacy to effectively provide remarkable service and customer satisfaction.
- Periodically walk throughout the lobby offering beverages to customers and ensuring their needs are being met.
- Sort and distribute the incoming mail to the proper departments and individuals.
- Daily inspect board room, lobby areas for neatness, writing pens, etc. and monitor the lobby throughout the day for cleanliness and neatness always keeping it presentable.
- Each morning, prepare the lobby with coffee for the day prior to the bank opening.
- Maintain bank trailer calendar and reservations.
- Perform clerical and administrative services for branch staff as needed.
- Set up board room for meetings, (pens, paper, specific meeting printouts, coffee, and coffee supplies, water, etc.) and maintain supplies for board room.
- Prepare mailings as needed.

- Perform miscellaneous tasks as assigned by bank officers.
- Assist vendors upon arrival.
- Always look for new ways to “wow” customers.
- Maintain confidentiality of customer information.
- Project and maintain the positive image and reputation of Keen Bank to the public and co-workers.
- Collect accurate and detailed information to best serve the customer.
- Comply with federal and state laws, as well as internal policies and procedures.

Education and Experience

- High school diploma or equivalent
- Receptionist experience in retail sales and multi-phone line experience is desired but not required
- Must have a pleasant voice, cheerful personality, and professional personal appearance
- Good written and oral communication and listening skills
- Practices good etiquette
- Legible and professional handwriting
- Strong judgment skills and the ability to prioritize requests
- Ability to multi-task and display grace under pressure
- Working knowledge of Microsoft Office and office equipment

Hours

8:00 am – 4:30 pm Monday through Friday

About

Keen Bank is a local, family-owned, and managed bank that has been proudly serving southern Minnesota since 1874 with three locations in Waseca, Hope and Ellendale, MN. Keen Bank is strongly committed to the communities it serves and to its dedicated employees.

How to Apply

Apply to Keen Bank, Attn. Human Resource Officer, 101 State Street N, Waseca MN 56093, fax: 507.835.9105 or email employment@keen.bank.

Keen Bank is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, gender, sexual preference or orientation, gender identity, gender expression, national origin, disability, veteran status, and all other protected classes.