

Receptionist – Part Time

Job Description

This position will represent First Liberty Bank by greeting walk-in clients and answering incoming calls via the bank's main line. The receptionist plays a vital role in our bank's commitment to provide exceptional customer service, build long-lasting relationships, and help customers achieve their financial goals. The receptionist must be able to deal with any customer in a professional and knowledgeable manner. They are trusted with creating a positive experience in our lobby. The receptionist position can be filled with one full-time or two part-time individuals. In the event it is two part-time individuals, they will be responsible for covering each other's time off. This position reports to the Executive Assistant to the President & CEO / Portfolio Manager Supervisor.

Primary Responsibilities/Duties

- Consistently provide a friendly welcome to clients and vendors.
- Answer incoming calls and route to proper recipients.
- Collect correct spelling of names and record accurate phone numbers when transferring calls or taking messages.
- Maintain an inviting reception area.
- Maintain the coffee bar in the loan area
- General duties as assigned.
- Completion of two online tests a month on banking regulations.

Required Skills/Qualifications

- Must be a team player and have the willingness to help associates.
- Computer literate in Microsoft Outlook, Word, and Excel.
- Strong typing skills. Prefer at least 50 words per minute.
- Understand and adhere to strict confidentiality rules and regulations regarding customer information.
- Professional and polished demeanor.
- Excellent verbal and written communication skills.
- High School diploma

Desired Skills/Qualifications

- Experience within the financial services, loan servicing, legal, banking, real estate, or mortgage areas a plus.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: Sitting or standing for long periods of time, walking, finger dexterity, repetitive motions, talking, hearing and visual acuity. Professional office environment. Occasional lifting of storage boxes.

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