



## **Customer Service Representative – Branch & Savings Support Salary £21,808**

esbs is a Building Society entirely focused on our members and the communities and issues that matter to them. We are a small but busy Society based in the heart of Earl Shilton, Leicestershire where we've been for over 160 years. We pride ourselves on always offering a professional and friendly service, tailored to the needs of our members.

Are you looking to progress your career in customer service? Esbs could have the perfect role for you. Due to continued growth and success we are looking for a Customer Service Representative – Branch & Savings Support to join our existing team.

Our customers are really important to us so we need people who are enthusiastic, customer service focussed and passionate about building relationships and really supporting our members. We have a strong identity locally and we work together, supporting each other and encourage our colleagues to grow with us. We want you to become, with training, an efficient and valued member of the team.

We value and recognise that our customers are diverse so you will really need to understand their needs and requirements ensuring they receive the best possible outcomes, and support them in a friendly and efficient way. Every day will be different.

If this sounds like you, we have an excellent opportunity on offer. This role requires someone with exceptional communication skills, a can-do attitude, and a willingness to support the wider team.

You will receive on the job training and will have the opportunity to develop your administrative skills within the role.

This role is full time, 36 hours 40 minutes per week, Monday to Friday with Saturday mornings on a rota basis required and paid at an enhanced rate.

### **Key tasks**

- Set up counter area and tills in line with Society policy and ensure all relevant till positions are ready for business at the start of the Society day
- Deal with customer transactions including passbook updates by operating the till and handling money in an accurate and professional manner
- Provide concise and accurate information when dealing with customer enquiries
- Recognise and progress new savings opportunities in a professional and courteous manner
- Setting up of data and data amendments relating to customers and savings products for new accounts opened and amendments to customer's personal information
- Daily reconciliation of cash and cheques including daily Banking
- Deal with enquiries and appointments received by the Society relating to the administration of the estate of deceased customers and registration of Powers of Attorney

- Respond to all incoming savings queries and correspondence in writing, via email or telephone in a professional manner
- Checking of data and data amendments relating to customers and savings products for new accounts opened and amendments to customer's personal information ensuring all internal and external compliance requirements are met
- Sign off and release of passbooks relating to all new savings accounts
- Deal with all aspects relating to ISA and CTF administration including transfers in and out to other providers
- Monitoring and processing of the Society's online service provision
- Preparation of outgoing post and deliver to the Post Office
- Support our Savings Team with administrative tasks and taking telephone calls

### **About You**

- You'll have a keen eye for detail and demonstrate accuracy
- Juggle a busy workload without compromising quality or standards
- Be an excellent communicator and build strong and trusted relationships with our members
- You'll be a self-starter, keen and willing to learn our processes
- You'll have a positive and friendly outlook and approach
- Have great IT skills and be willing to learn new systems
- Be hard-working and reliable

### **What can Earl Shilton Building Society offer you?**

- Access to BUPA cash plan (upon successful probation)
- Access to Benenden Private Health Care Scheme (upon successful probation)
- Competitive contributory pension scheme
- Minimum of 22 days holiday (increases with length of service) plus bank holidays
- Free car parking
- Opportunity to buy 2 days extra holiday (upon successful probation)
- Access to Employee Assistance Programme
- 2 days paid leave to work in the community or as a volunteer

Successful candidates will be subject to a Disclosure and Barring Service check and a credit reference search.

Closing date for applications is Friday 3<sup>rd</sup> May 2024.

If you think you are the ideal candidate for this role, please send your CV & covering letter telling us why to:

**Earl Shilton Building Society, 22 The Hollow, Earl Shilton, Leicester, LE9 7NB or email [careers@esbs.co.uk](mailto:careers@esbs.co.uk)**