

NCF Savings Bank

March 19, 2026

POSITION: Full-Time Customer Service Representative

LOCATION: New Carlisle Office

COMPENSATION: Commensurate with experience

NORMAL HOURS OF WORK: 35 – 40 hours weekly, Monday – Saturday with a half day off during the week allowing for flexibility within the branch for scheduling

QUALIFICATIONS, EDUCATION and/or EXPERIENCE:

- High School Diploma or GED
- Ability to provide superior, quality customer service that exhibits professionalism
- Cash handling experience with an accurate balancing record
- Knowledge of Microsoft Word along with letter writing skills
- Excellent organizational skills along with strong verbal and written communication skills
- Must have the ability to interact comfortably and confidently with the public

RESPONSIBILITIES:

- Answer incoming calls and provide accurate answers to customer inquiries
- Promote the Bank's products and services; consistently refer bank products
- Act with confidence by answering customer questions and own customer issues
- Accurately balance a teller drawer daily with minimal discrepancies
- Provide efficient and accurate transaction processing
- Scan checks and perform end of day branch balancing activities
- Perform general secretarial or clerical duties as needed
- Maintain a position of trust and responsibility by keeping all business confidential
- Promote customer satisfaction with a friendly, helpful demeanor and professionalism
- Keep up to date on Retail procedures in place to mitigate fraudulent activity and unnecessary risk or exposure
- Deepen relationships and treat customers with genuine care by listening to their specific needs, asking questions to gain deeper understanding, and seamlessly guiding them to where their financial needs can be met
- Assist clients with opening new accounts and performing maintenance on current accounts
- Other duties as may be assigned

How to Apply: Send a resume to Brandy Freyhof @ general-info@ncfsb.com

EQUAL OPPORTUNITY EMPLOYER

NCF Savings Bank is an equal opportunity employer and does not discriminate on the basis of his/her sex, race, color, age, sexual orientation, national origin, religion, ancestry, disability, or veteran status. Qualified applicants who are disabled and require special assistance to respond to this employment announcement should contact Brandy Freyhof at 937.471.4590 or general-info@ncfsb.com.