



Customer Relations II

Role Overview:

The Customer Relations II is a key customer service position at Grand River Bank. This position is responsible for processing bank transactions and providing routine banking services, as well as performing branch operations functions. This position requires strong customer service, organization, and communication skills. All positions at Grand River Bank require dedication and commitment to the Bank's core values: Live the Platinum Rule, Do the Right Thing, and Make it Happen.

About the Role:

- Enthusiastically receives and accurately processes customer transactions.
- Answers customers' questions and offers solutions regarding Grand River Bank accounts and services.
- Builds rapport with customers through active listening and empathy.
- Performs a variety of branch operations functions, including vault, office opening/closing, wire transfers, and account maintenance duties.
- Develops and maintains skills necessary to accurately and proficiently open new accounts and increase customer relationships.
- May become NMLS registered with responsibilities for consumer lending.
- Follows established Bank policies and procedures to protect the security of the Bank, its customers, and its staff.
- Performs other related duties as assigned.

About You:

- Enthusiastic and customer-driven attitude -builds rapport with customers and enjoys working with people.
- Professional appearance.
- The desire to thrive in a team environment.
- Excellent written and verbal communication skills.
- Cash handling and basic math skills.
- Knowledge of current technology. Able to easily navigate multiple software environments.
- At least 1 year of experience in retail banking preferred.
- High School diploma or equivalent.