

## Retail Support Representative – West Bend

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As a Retail Support Representative you would join an essential area that supports all departments of Westbury Bank. It is a great opportunity to expand your knowledge of the Bank's daily operations. This position requires a thorough understanding of policies, procedures and regulations pertaining to the Retail Support Department, great customer service skills, and ability to work in a fast paced environment and prioritized multiple demands with a professional demeanor.

### **Job Responsibilities**

- Responsible for monitoring and addressing all non-post items, returned items, overdrafts, check adjustments, stop payment items on a daily basis;
- Responsible for processing mobile and merchant capture deposits and meet timelines for file submission;
- Process general ledger and account level monetary transactions as required;
- Process daily customer, account and debit card maintenance requests in accordance with Bank policy and procedures;
- Responsible for monitoring and processing daily reports including tracking and follow up on incomplete items or discrepancies;
- Responsible for reviewing and processing new account documents and reporting account exceptions;
- Escalate questionable transactions and recurring issues to Retail Support Manager in a timely manner; and
- Assist in improving procedures and processing systems, identify potential issues and provide solutions;

### **Employee Benefits**

Westbury Bank offers a comprehensive and high-quality of benefits to support you throughout your career. Our offerings include:

- Medical, Dental, & Vision Insurance
- Life Insurance
- Short & Long Term Disability Insurance
- Paid Time Off
- Paid Holidays
- 401(k) with competitive company match
- Employee Stock Ownership Plan

### **Job Location**

West Bend

### **Position Type**

Full Time

To be considered for this exciting opportunity, click [Here](#) to complete an online application.

Email resumes to Human Resources: [careers@westburybankwi.com](mailto:careers@westburybankwi.com)

Westbury Bank is An Equal Opportunity Employer/Minority/Female/Disabled/Veteran