

**South Louisiana Bank**  
**Branch Customer Service Representative & Loan Assistant**

**Pinhook Branch**

5327 West Pinhook Rd, Lafayette, Louisiana

**Hours:** Monday – Friday 8:00am – 5:00pm

**Essential Duties:**

- Greet, counsel and assist customers to determine the type of product that best meets their needs including checking, savings, certificates of deposit, IRAs, and Visa, and safe deposit boxes.
- Oversee the new account activity and monitoring at the branch performing clerical duties associated with opening all accounts.
- Handle customer inquiries, complaints, and questions and determine whether manager input is necessary.
- Remain current on knowledge regarding products and related compliance issues.
- Cross-selling of all bank products and services.
- Ensure that all applicable policies are followed.
- Assist the lender in all aspects of the loan process from application to closing.
- Assist the lender with daily customer inquiries on loan information.
- Perform secretarial duties assigned by Branch Manager.
- Responsible for supplies for Branch Lending and Customer Service functions.
- Assist in branch dual control procedures.
- Assist teller line with all teller functions, as needed.
- Perform all other duties as assigned.

**Qualifications of Job:**

- High School Diploma; additional education a plus
- Ability to handle all transactions in a manner and speed that will assure good customer relations; confidence in handling job duties and decision making
- Outgoing personality and professional appearance
- Teller, customer service, and/or sales experience helpful
- Keyboarding, filing, and calculator skills required, some computer knowledge required

**Requirements:**

While performing duties, the employee is required to sit, stoop, lift up to 10 pounds, type, the ability to communicate effectively with others, and will be required to work evenings and/or weekends, attend remote meetings/trainings and/or travel.

In the performance of respective task and duties, the employee is expected to conform to the following:

- Successfully perform quality work within deadlines with or without supervision
- Interact professionally and confidently with other employees, customers and contacts
- Work effectively as a team contributor on all assignments
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

This job description in no way should be construed as a contract for employment. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to the job at any time.

Please contact the Human Resource Department at (985) 851-3434, if you meet these requirements and wish to be considered for this position.

South Louisiana Bank is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.