



IDAHO FIRST BANK

PEOPLE FIRST. COMMUNITY FIRST.

**Location**

McCall, Idaho

**Standard Hours**

40

**Full-Time/Part-Time**

Full-time

**Reporting To**

Branch Manager

**Compensation Range**

\$18.50 + DOE

## CUSTOMER RELATIONSHIP MANAGER I/II

### Job Description

Do you have great Customer Service skills, attention to detail and like to work with people? Idaho First Bank may have just the career opportunity for you! The McCall Branch of Idaho First Bank is recruiting for a full-time Customer Relationship Manager I or II.

The successful candidate will have superior communication skills and a desire to assist customers and potential customers with financial transactions, new account identification and set-up. This person will work with individuals in-person and via telephone or other electronic communication methods.

This position adheres to Compliance standards with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

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### Essential Functions

- Process currency, coin, and negotiable instruments in a timely manner
- Balance cash drawer daily
- Maintain awareness of Bank products and services to ensure proper referrals
- Process new accounts
- Operate computer terminals and resolve problems within given authority
- Obtain sufficient information and/or documentation from customers and solve problems relative to processing and servicing
- Provide excellent customer service and cash handling
- Basic math skills are necessary

### Education and Experience Requirements

- High School diploma
- Previous banking experience helpful
- Ability to deal with difficult problems involving multiple facets in non-standardized situations
- Intermediate understanding and experience working with computer systems

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### About IFB

Idaho First Bank (IFB) is a full-service state-chartered community bank established in October 2005 and headquartered in McCall, Idaho. Known for its People First, Community First, Idaho First motto, IFB serves the greater southwest Idaho communities with five additional branches located in New Meadows, Eagle, Ketchum, Nampa, Boise, and a Loan Production Office (LPO) in Bend, Oregon. Idaho First Bank is a member of the FDIC and an Equal Housing Lender. For more information, visit us at [www.idahofirstbank.com](http://www.idahofirstbank.com)

Applications and resume should be submitted to [HR@idahofirstbank.com](mailto:HR@idahofirstbank.com)

AA/Equal Opportunity Employer

