



FARMERS & MERCHANTS BANK OF CENTRAL CALIFORNIA

Serving California for 100 Years

Farmers & Merchants Bank of Central California ("F&M Bank") has provided financial services to individuals, families and businesses in California since 1916. We are a community bank through and through -- the local business owners and individuals who are customers, are also our friends, neighbors, shareholders, and employees.

F&M Bank is financially strong, with over \$2.6 billion in assets, and is consistently recognized as one of the nation's safest banks by national bank rating firms. As a full service community bank, we provide a complete range of products and services that help bring growth and prosperity to each of the communities we serve.

Locally owned and operated, F&M Bank is headquartered in Lodi, California and proudly serves more than 20 locations throughout the Central Valley and East Bay.

Customer Service Representative (CSR)

Department: Retail Bank

Employment Status: Full Time Hourly, Non-Exempt - Benefited

Location: Turlock (37hrs), Modesto (39hrs) and Hilmar (36hrs)

Salary: Commensurate with experience and qualifications

Supervises Others: No

F & M Bank's Tellers/Customer Service Representatives ("CSR") are responsible for providing prompt, friendly customer service and accurately processing a variety of customer transactions. They are expected to consistently provide an exceptional customer experience when interacting with customers either in person, on the telephone, at the drive-up, or when interacting with other internal Bank departments and staff.

- Tellers/Customer Service Representatives are the "face" of the Bank to our customers and as such, are expected to consistently present a professional image and communicate effectively
- CSR's proactively identify a customer's financial needs, promote appropriate products and services by cross-selling or making referrals to other branch staff
- CSR's take care to ensure the safety and soundness of our customer's funds and financial information by following security and internal controls requirements in their job duties at all times
- CSR's efficiently and accurately process customer transactions

Who are we looking for?

- A service "champion" who models exceptional customer relations and implements effective ways to deliver personalized service based on individual customer needs
- Self-starter who demonstrates effective lobby management practices and who performs transactions both accurately and efficiently
- A top-notch, personable communicator who listens for customer cues while processing transactions and proactively resolves problems with finesse
- An individual devoted to operational excellence, adhering to high ethical standards and who contributes to the branch's promotional campaign goals
- A team-player who shares ideas and information to streamline operations

Also required:

- Successful completion of a credit check is a condition of employment
- Minimum of a high school diploma or equivalent
- Minimum of 1 year of recent cash handling experience; 1-2 years of teller experience with a financial institution (bank or credit union) preferred
- Successful completion of the Teller test

Does this sound like you?

Submit the following to jobs@fmbonline.com:

- Cover letter including email address
- Resume

F&M Bank 121 West Pine Street, Lodi CA 95240
<http://www.fmbonline.com/about-us/careers.html>

Job Line: (209) 367-2363
We are an equal opportunity employer

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