



## Career Opportunity

### About PromiseOne Bank

PromiseOne Bank is a leading community bank dedicated to providing high-quality financial services to diverse communities. As a locally focused commercial bank, we offer a comprehensive range of products and services tailored to meet our customers' needs, including small business loans, commercial loans, mortgage loans, and a full suite of deposit products. Through our customer-centered approach, we help individuals and businesses achieve financial success while actively contributing to the economic growth of our communities. Founded with our main branch in Gwinnett County, Georgia, we have continued to expand our presence with additional full-service locations across Georgia, New York, Texas, and Virginia. We also operate loan production offices (LPOs) in Pennsylvania, along with a business loan center in New York. As we continue our rapid growth, we are seeking talented individuals who share our passion, commitment, and drive to grow and succeed with us.

### Customer Service Representative (CSR) in Doraville Branch

#### [Job Overview]

Responsible for opening new accounts and supporting the bank's goals through good customer service, maintain quality relations with existing accounts, and resolving any issues for existing customers.

#### [Essential Duties]

- Applies knowledge of company products/services to efficiently process customer information and respond to inquiries and complaints in a diplomatic manner.
- Builds and maintains quality relations with customers and increase the account volume on a consistent basis through ongoing determination of customer requirements
- Opening, closing, and maintaining accounts
- Review daily reports (NSF, Non-post, Stop payment, CD, Holds, etc.)
- Analyzes customer accounts and promptly make corrections and/or modifications to files.
- Back-up teller as needed

#### [Requirements/Qualifications]

- High school diploma or equivalent
- Minimum of 2 years banking experience
- Previous teller experience
- Product and Bank regulation knowledge
- Excellent team player with positive attitude
- Self-motivated
- Detail oriented
- Must be willing to work Saturdays
- Must be fluent in English and bi-lingual in Korean/English is preferred

#### We offer Competitive Compensation, Excellent Benefit package

- Monthly Auto Allowance
- Medical, Dental, Vision, & Life Insurance
  - Paid Vacation and Sick Leave
  - 401(k)

**If you are interested in working with us, please email your resume\* to [career@promiseone.bank](mailto:career@promiseone.bank)**

\*Document submitted will not be returned.

✉ PromiseOne Bank 2385 Pleasant Hill Road. Duluth, GA 30096 ☎ 678.385.0834

Promiseone Bank is an Equal Opportunity Employer.

