



CAREER OPPORTUNITY

DATE: May 19, 2021

POSITION: Customer Service Representative

LOCATION: Albertville Branch Office

SALARY: Commensurate with Experience and Qualifications

REPORTS TO: Branch Operations Specialist

COMPANY PROFILE:

Alabama Farm Credit is an aggressively growing \$1.085 billion Farm Credit association dedicated to the financial needs of our rural communities. In short, we help fund new ways to grow food, generate energy, access technology, and otherwise improve life in rural America. A career at Alabama Farm Credit can offer you the opportunity to make a personal impact on the people and communities where we do business. The institution is headquartered in Cullman, AL with five offices that serve the northern twenty-seven (27) counties of Alabama. We continue to serve the agricultural related needs of the two major metropolitan areas of Alabama in Birmingham and Huntsville. We also provide competitive compensation, health and wellness benefits, company-funded retirement plan, "best in market" matching 401(k), and professional development programs.

POSITION SUMMARY:

The Customer Service Representative is primarily responsible for assisting loan officers with various loan processing duties as directed. The ideal candidate will foster customer relationships by telephone or in person by identifying and assessing customers' needs in order to achieve maximum satisfaction. The CSR will perform various office administrative duties as directed by the Branch Operations Specialist and Branch Manager.

EDUCATION AND EXPERIENCE REQUIREMENTS:

High school diploma or equivalent and two (2) to five (5) years of general office/clerical or customer service experience. Ability to work in a fast-paced environment required. Banking and agriculture experience preferred.

JOB PURPOSE AND SCOPE:

- Organizes loan applicant information for review and analysis by loan officers and inputs pertinent loan data into delivery system.
- Collects loan payments from walk-in customers.
- Performs office support that is varied in nature, working under moderate supervision.
- Assists loan officers with various loan administrative and servicing duties as directed.
- Confer with customers by telephone or in person in order to provide information regarding Alabama Farm Credit services while fostering good customer relations.

BENEFITS:

- An outstanding company-wide incentive program
- Accommodating and flexible vacation and sick leave
- 12 paid holidays
- 401(k) plan with up to a 9% employer contribution/match
- Affordable health, dental, and vision plans
- Employer paid life insurance and disability
- Tuition reimbursement (100%)
- Up to \$800/year wellness reimbursement
- Company paid clothing allowance
- Company paid cell phone and laptop

APPLY OR REQUEST ADDITIONAL INFORMATION:

If you are interested in applying, visit our website at www.alabamafarmcredit.com/about-us/careers or send your resume to:

Alabama Farm Credit, ACA
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