



Community BANK

FULL-TIME FRAUD CENTER REPRESENTATIVE BI-LINGUAL IN SPANISH

A **Fraud Center Representative** is responsible for answering incoming bank calls from customers and branches and providing customer assistance with fraud-related issues. Representatives will perform an immediate assessment of each customer situation, and follow prescribed steps to protect and prevent further fraud.

Education and Requirements:

- Bi-Lingual in Spanish.
- High school diploma or equivalent required.
- Two (2) year degree in Business or Finance with emphasis on communications or equivalent related experience preferred.

Experience:

- At least one year of call center or customer service experience in a fast-paced environment required.
- Banking experience preferred.

Skills:

- Proficient PC skills including typing.
- Experience with email software and the Internet.
- Excellent communication and customer service skills.
- Proficient in letter writing using business letter skills.
- Must be detail oriented and highly organized.
- Ability to maintain composure and professionalism.

Compensation: Salary is commensurate with experience. In addition to your competitive salary, you will be rewarded benefits including: 11 paid holidays, paid vacation, Medical, Vision & Dental insurance, 401K with generous match, Pension, Tuition Reimbursement, and the list goes on!

To apply to this position or to see a full listing of current openings please go to

<https://cbna.com/careers/work-happy>

An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.