

Join us in making our customers smile!

Are you passionate about making a positive impact in your community while working with a team that feels like family? If so, we want you to join us as **Customer Service Officer** at our customer-owned bank, where we pride ourselves on delivering outstanding service and creating lasting relationships. Our team is known for its positive energy, and inclusivity. Plus, we know how to have fun while getting the job done!

We have exciting opportunities for predominantly casual work. These positions are for different levels of seniority and do require some travelling to different Service Centres.

What you will do:

- Provide exceptional service to our customers, handling transactions such as deposits, withdrawals, or account openings.
- Build lasting relationships by understanding customers' needs and offering solutions to meet them.
- Maintain accurate records and ensure compliance with all banking regulations and policies.
- Collaborate with a friendly, supportive team that is dedicated to community outreach and engagement.
- Engage with customers over the phone to build relationships, provide information and assist with their needs.

What we offer:

- Great work environment where we foster collaboration and support career development opportunities.
- Stylish and comfortable uniforms to help you feel your best.
- Access to our employee engagement and benefits platform.
- An Employee Assistance Program.
- Health and Wellbeing Initiatives.

What do you need to succeed?

- A vibrant and enthusiastic personality.

- Previous experience in a customer-facing role is a plus, but we are happy to train the right person.
- Ability to develop a strong rapport with customers and colleagues alike.
- Strong attention to detail, accuracy and reliability handling data and information.
- Passion for community involvement and making a difference.
- Great computer skills.

About BankWAW

We are a community-focused, customer-owned bank that prioritizes people over profits. Our values are rooted in helping local families, businesses and individuals achieve financial success. BankWAW provides all the banking products and services that you would expect from a modern financial institution. We are more than just a bank – we are a trusted partner in our communities.

If this sounds like a role that would be suitable for you, send an email to recruitment@bankwaw.com.au

Please note all BankWAW staff must undergo a fit to work check as entry requirement.