

Experienced Customer Service Officer – Wodonga Fulltime

Do you love helping people and making a positive impact every day? At our customer-owned bank, every interaction matters – and our **Customer Service Officers** are at the heart of delivering outstanding experiences to our customers.

This is more than a teller role. You will provide friendly, expert support for all banking needs while connecting with customers in our service centre, or over the phone. This is a fulltime role in our Wodonga Service Centre.

In this role, you will:

- Deliver exceptional customer service, assisting with transactions, account queries, and broader banking solutions.
- Connect with customers both in-branch and proactively via phone to provide support and guidance.
- Collaborate with colleagues to create a seamless, welcoming banking experience for every customer.

Is this You?

- Banking experience, ideally in customer service or teller role.
- A Tier II certification
- Excellent communication skills and a genuine desire to help people.
- Flexibility, adaptability, and eagerness to learn.
- A team-oriented mindset.

What We Offer:

- Two additional wellbeing days per year and the opportunity to purchase annual leave.
- Staff loan benefits and access to an Employee Assistance Program (EAP).
- Uniform provided and access to a staff benefits platform.
- A clear career pathway with opportunities to grow your banking expertise.

Why Join Us:

This is more than just a job – it's a chance to build a meaningful career in a supportive, values-driven environment. You will be part of a close-knit team where your contribution is recognised, your development is supported, and your work truly makes a difference.

Successful candidates will be contacted after application close, followed by an interview and completion of fit-to-work and reference checks.