



Job Opportunity – Farmers Savings Bank
Customer Service Manager – Marshalltown
Posting Date: 4/11/2025 until filled

Position Responsibilities:

Leads the Customer Service Department and assists assigned staff as necessary, providing guidance and support to ensure department efficiency as well as compliance with sound banking practices. Provides a full range of consumer and commercial deposit account services to meet the financial needs of customers. Opens and services new deposit accounts of various types, providing customers with information regarding deposit services available from the bank. Provides work direction to employees and ensures prompt, courteous, and friendly service to customers. Monitors performance while fostering a team environment, exercising the usual responsibilities of a manager, providing and recommending training as needed. Handles more complex customer relationships and service issues.

Experience / Skills / Education:

- Requirements include:
 - Cash handling experience
 - The desire to work with customers
 - Proficiency in the use of Microsoft Word/Excel or similar software
 - Proficiency in verbal and written English
- A two- or four-year college degree in business administration, finance, or management is preferred.
- A minimum of one year of supervisory experience is required with a minimum of three years of progressively responsible experience in a financial institution.
- The ability to speak/interpret Spanish is a plus.

Additional Qualifications:

- Position requires attention to detail and a high degree of accuracy.
- Excellent verbal and written communications skills are required, with the ability to resolve problems and make decisions with limited supervision.
- Must be able to multitask and prioritize multiple responsibilities.
- Requires the ability work with customers, lead assigned staff, and to work effectively as a team contributor and to make decisions in light of what would be in the best interest of the bank.

Requirements:

- Position is full-time with a schedule that varies within the hours of 8:00 a.m. – 5:00 p.m. Monday-Thursday and 8:00 – 5:30 Friday.

Benefits:

Benefits include paid time off and paid holidays, option to participate in the bank's health, dental insurance, and vision insurance plans, free life insurance, short-term disability insurance, and long-term disability insurance, as well as the opportunity to participate in a 401(k) plan and Profit-Sharing Plan.

For More Information or to Apply:

Contact Angie Polley at 641-752-2525 x487 or send resume to angie.polley@fsb-iowa.com.