



Position: Customer Accounting Representative

Hours: Monday through Friday 8:30 AM – 5:00 PM

Location: 219 S. Ash Ave, Broken Arrow, OK 74012

Summary

This position is part of our team that supports all bank customer transactions. Our customer accounting team provides phone service to help our customers with a variety of transactions including online, banking fraud prevention, identification, and account maintenance.

Responsibilities include but are not limited to:

- Assist customers on the telephone by providing information and answering requests
- Review and reconcile transactions
- Process returned mail
- Process garnishments/levies
- Scan and file signature cards
- Scan and file CDs
- Balance official checks
- Perform research to assist customers and/or in response to a summons or subpoena
- Verify stop payments
- Verify signatures on large checks
- Track closed accounts
- Process collections
- Verify scanning
- Serve as back up for various other department functions

Physical Requirements Include:

Time spent standing: 10%

Sitting: Often, Continuously

Lifting: Up to 10 pounds, Rarely

Other: Ability to speak and hear clearly. Ability to see details at close range. Ability to drive vehicle to pick up correspondence and supplies to be delivered to and from branch banks and vendors as necessary. Ability to efficiently process data, discern patterns, and recognize inconsistencies in information.

Education and Experience:

Two years customer service experience.

Basic math, reading and writing, and computer skills are required for all positions at AVB.

High School diploma or equivalent required.

AVB Bank is an Equal Opportunity Employer