



## Customer Service Representative

East West Bank is one of the largest independent banks headquartered in California serving consumers and businesses throughout the U.S. and Greater China. With over 130 locations worldwide including California, Texas, New York, Georgia, Massachusetts, Nevada, Washington, and Greater China – East West Bank is committed to helping their customers' enterprises succeed. At East West Bank, we build bridges that provide an important financial link, turning opportunities into growth and prosperity.

East West Bank is currently seeing a Customer Service Representative who will use rapport building conversations to develop not only customer relationships, but with people outside of the branch. The Customer Service Representative will process customer transactions accurately and timely on the TellerInsight and BankerInsight system. This position requires working face to face with customers in a fast paced environment. The candidates will cross-sell products and services by identifying all customer needs.

As an East West Bank employee, you will be part of a growing and stable organization that provides career path development opportunities while serving a growing and profitable market.

Duties (not limited to)

- Assist and support other team members
- Understand and adhere to bank policy and procedures
- Work within a team as well as independently
- Balance a cash drawer daily with accuracy
- Process customer transactions accurately and timely
- Assist all customers with any questions, concerns, or problems
- Provide customer and clients with excellent customer service skills
- Other duties as assigned by management.

## Qualifications/Requirements

- High School diploma required.
- Strong attention to detail
- Must be Computer literate
- Bilingual in English and Chinese (Mandarin and/or Cantonese) preferred
- Must be flexible to work various hours during the week and available to work on weekends.
- Strong customer service orientation
- Entry level; 1 – 2 years of sales, retail or service experience and the desire to learn the Banking industry.
- Experienced associates; 2 – 4 years or more of Customer Service, Teller or Sales experience within the Banking and/or Financial Services Industry.

East West Bank is 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, disability, veteran status, or any other legally protected status. Reasonable accommodations for disability are provided to applicants and employees in accordance with applicable law.

We have Full Time positions available throughout the Los Angeles area. Students can also go to our website, <https://www.eastwestbank.com/Views/Pages/careers/job-search.cshtml>, to view the positions we currently have open and they can apply directly.