



The First National Bank of Groton is seeking a detail-oriented and customer-focused Operations employee to support daily banking functions and provide exceptional service to our customers.

Company:

The First National Bank of Groton is a locally owned Community Bank established in 1865, with a mission of *Customers for life, one day at a time*. The Bank provides a full range of loan and deposit services at its offices in Groton and Moravia, New York. As a team member, you will play an important role in satisfying that mission by meeting the needs of our customers each and every day.

Position: Information Services Representative (ISR)

Requirements:

Business experience is preferred, but we are willing to train an individual who is motivated and eager to learn. Computer skills and the ability to use Microsoft Office products are needed. Applicants must be able to work as a team player, arrive on time, be dressed and groomed in a professional manner, and be comfortable using computers. A high school diploma or equivalent is required.

Duties:

This role is responsible for answering phones, directing calls, and assisting customers with account inquiries, including providing deposit and loan rate information, handling debit and credit card questions, and supporting online banking needs while identifying opportunities to cross-sell bank products and services. The ISR Employee will input new accounts and loans, perform account and loan maintenance, and process various operational tasks such as scanning and uploading items into check imaging system, routing loan documents, managing ACH and ACH returns, and completing end-of-day preprocessing. Additional responsibilities include customer and statement lookups, balancing accounts and applications, filing closed CDs and legal documents, and maintaining accurate records. The ideal candidate will demonstrate proficiency in Microsoft Word and/or Excel, strong oral and written communication skills, and the ability to manage multiple tasks efficiently. This position also requires a collaborative approach, assisting other employees across all areas of the bank, while adhering to all regulatory, compliance, and privacy requirements. Other duties may be assigned as needed to support overall bank operations. The anticipated schedule is five days and 37-45 hours per week, Monday – Saturday per business needs as determined by your supervisor.

Benefits:

We offer a competitive compensation and benefits package. Package includes 401k plan with employer contribution of 8%-10% of salary, health insurance (some vision and pediatric dental included in health insurance), dental insurance, life insurance, vacation pay, sick pay, holiday pay, bereavement pay, AFLAC, disability, NYPFL, flexible spending account, and employee assistance program. We also provide limited tuition reimbursement for bank-related education.

Starting Pay Range:

\$18.00 - \$20.00

If you are ready to start a career at the Groton Bank, we are ready to help you grow in a successful and exciting career. Apply today.