Customer Service Representative / Teller

Manhattan, KS | Full-Time | In Person | Retail | Non-Exempt

Join Our Grand Mere Team
Bank of the Flint Hills is looking for a friendly, dependable, customer-focused individual to join our Grand Mere team in Manhattan. This full-time role is a great opportunity for someone who enjoys helping people, building relationships, learning new skills, and being part of a team that serves our customers and community.

About the Role

The Full-Time Customer Service Representative / Teller is a versatile member of our retail banking team who supports teller services, account opening, customer relationships, and daily branch operations. You will help customers with everyday banking needs, process transactions accurately, open and service deposit accounts, and connect customers with products and services that fit their needs. This role is a great fit for someone who enjoys helping people, working as part of a team, and providing dependable, friendly service.

What You'll Do

- Provide friendly, professional, and knowledgeable service while building strong customer relationships.
- Process deposits, withdrawals, transfers, loan payments, check cashing, and other routine banking transactions accurately.
- Maintain balanced cash drawers and follow established cash-handling, balancing, and security procedures.
- Open consumer and business deposit accounts and assist with account maintenance, customer updates, and documentation.
- Help customers with debit card issuance, maintenance, replacement, and other account-related service needs.
- Identify customer needs and connect them with appropriate bank products, services, or team members.
- Assist with branch operations including night drop, mail transactions, ATM balancing, cash and coin orders, and vault support.
- Monitor transactions for potential fraud, scams, or suspicious activity and escalate concerns appropriately.
- Support branch coverage, operational projects, training, and other areas of the bank as needed.

What We're Looking For

- Excellent customer service, communication, and interpersonal skills.
- Strong attention to detail, organization, and accuracy.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- A dependable, flexible, and team-oriented approach with sound judgment and a strong work ethic.
- Basic comfort with computers, Microsoft Office, office equipment, and the ability to learn banking systems.
- A customer-first mindset with a willingness to learn, grow, and assist wherever needed.

Education & Experience

- High school diploma or equivalent required.
- Previous customer service, cash handling, retail, or banking experience preferred.
- Reliable transportation and willingness to travel between branch locations when needed.

Why Bank of the Flint Hills?

At BFH, our core values guide how we work, serve, and grow together. We believe we're Better Together, Built to Serve, committed to Being Our Best, and Never Stuck. We're looking for someone who wants to contribute, grow, serve our customers well, and be part of a team that cares about the communities we call home.

Ready to Join Our Team?

We'd love to hear from you! Please submit a completed employment application and your resume to **hr@bfh.bank**

Bank of the Flint Hills is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees.