



Part-Time Customer Service Representative

Alma, KS | Part-Time | In Person | Retail Banking | Non-Exempt

Join Our Alma Team

Bank of the Flint Hills is looking for a friendly, dependable, customer-focused individual to join our Alma team on a part-time basis. This is a great opportunity for someone who enjoys helping people, working in a team environment, and providing the kind of personal service that builds lasting customer relationships.

About the Role

The Part-Time Customer Service Representative plays an important role in creating positive customer experiences while supporting the daily operations of our Alma branch. You will help customers with routine banking transactions, account-related needs, debit card services, and general questions while maintaining accuracy, confidentiality, and strong attention to detail. This position is ideal for someone who enjoys working with people, being part of a team, and providing friendly, dependable service. This position requires availability to work a minimum of 12 hours per week, with additional hours available based on branch needs.

What You'll Do

- Provide friendly, professional, and engaging service while building positive customer relationships.
- Process routine teller transactions including deposits, withdrawals, transfers, check cashing, and loan payments.
- Maintain an accurate and balanced cash drawer and follow established cash-handling procedures and internal controls.
- Assist customers with account questions, debit card maintenance and replacement, and other routine banking service requests.
- Respond to customer inquiries in person, by telephone, and through digital communication channels.
- Identify opportunities to connect customers with additional bank products, services, or the appropriate team member.
- Help monitor transactions for potential fraud, scams, or unusual activity and promptly escalate concerns when appropriate.
- Support daily branch operations, coworkers, projects, and administrative tasks as business needs change.
- Maintain customer confidentiality and follow all bank policies, procedures, security standards, and regulatory requirements.

What We're Looking For

- Excellent customer service and interpersonal communication skills.
- Strong attention to detail, organization, and the ability to handle multiple tasks accurately.
- A dependable, flexible, and team-oriented approach with a strong work ethic.
- Good problem-solving skills and the ability to exercise sound judgment.
- Basic comfort with computers, office technology, and the ability to learn banking systems.
- A professional attitude and a commitment to representing Bank of the Flint Hills in a positive manner.

Education & Experience

- High school diploma or equivalent preferred.
- Previous customer service, retail, cash handling, banking, or other customer-focused experience preferred.
- Must be available to work a minimum of 12 hours per week, with additional hours available based on branch needs.

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.