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## Switchboard Operator

### Employer

RCB Bank  
126 S Summit St  
Arkansas City, KS 67005

### Position Information

**Position Type:** Part-time

**Work Location:** Arkansas City

RCB Bank has been a responsible employer since 1936, standing firm on moral and ethical principles as a bank and as an inclusive employer while fulfilling our commitment to excellence. Operating with values such as integrity, respect, sincerity, and honor, RCB Bank is an equal opportunity employer, striving to hire diverse employees who meet high standards of character, education, and occupational qualifications. RCB Bank is dedicated to building Relationships, contributing to our communities, and embracing our Boldness! With over 60 locations, RCB Bank offers a variety of excellent career opportunities in Oklahoma and Kansas. We offer full-time and part-time opportunities along with a comprehensive benefit package (eligibility requirements apply).

### **Position Summary:**

Responsible for providing excellent internal and external customer service at all times. This position is responsible to assist in the operations of a large telephone switchboard and computerized database of telephone information.

### **Essential Functions:**

- Answer and route calls in an accurate and timely manner.
- Ensure customer satisfaction by being courteous and pleasant when answering each call.
- Ensure referral of banking issues and opportunities to the appropriate lines of business.
- Must be able to professionally answer customer inquiries with a common sense approach.
- Assist customers and branches with inquiries by electronically retrieving information regarding the customer account and transactions in question while following bank, regulatory and legal compliance requirements.

**Education:**

- High school diploma or GED required.

**Experience Required:**

- At least one (1) year of customer service experience. Switchboard experience is preferred but not required.

**Job Specific Skills & Knowledge:**

- Ability to provide strong telephone and written communication skills to customers. Ability to work in a fast-paced phone environment while answering and transferring calls with accuracy. Strong client focused mindset. Strong problem solving and decision making skills. Strong computer skill with proficiency in Excel, Word and Outlook.

**Working Conditions:**

Individuals in this position must be able to perform essential functions and physical demands within these documented working conditions with or without reasonable accommodation:

This position is in an office environment within climate-controlled facility that can be high-traffic during peak services times. There is frequent use of the telephone, computer, and office equipment associated with this position. Individuals in this position are typically seated at their personal desk for the majority of the day.

The individual responsible for this role must be able to perform job functions with general supervision and work effectively as a member of the team and independently. The individual must be capable of working harmoniously with diverse personalities of coworkers, staff, and customers. This position requires regular and reliable attendance and the ability to work varying hours.

**Application Instructions:**

To be considered for an interview - please complete an application on: [RCB Bank.com/Careers](https://www.rcb.com/careers) for a Job/ look for the position by title or location.

