



Member FDIC

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NATIONAL BANK

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Employment Opportunity Announcement

Position: Financial Experience Specialist (full time position)

Department: Arlington Financial Center, Arlington, TN

Position Description: Customer Service Associate (CSA) is entrusted with handling cash, providing amazing service to customers, and properly processing transactions. Recognizes customers' needs for additional products/services and makes timely and appropriate referrals. Provides "Welcome Home" experience to customers and teammates.

After approximately 6 months goal is for teammate to be promoted to Financial Experience Specialist. The Financial Experience Specialist (FES) serves in a dual-purpose role supporting both customer relationship development and transaction processing. The FES uses active listening skills to recognize customer needs for additional products or services while delivering outstanding service. Exercises some independent judgment under moderate supervision. Provides "Welcome Home" experience to customers and teammates.

Qualifications: Excellent customer/employee relationship skills, knowledge of Bank products, team worker, problem solving skills and basic computer skills. Willing to participate in and support community events. Able to actively solicit deposits and other bank products/services. A minimum of two years CSA, Teller or similar experience is preferred.

Working Conditions: Available to work as needed up to 40 hours per week, Monday thru Friday. Eligible for insurance benefits, retirement plans (401k & ESOP), incentive plan and flexible work hours.

EEO/AA/M/F/VETS/DISABILITY

First Citizens National Bank - *"Employee Owned Community Bank"*