

WORK VAPOR

Job Link: <https://workvapor.in/jobs/sales-service-representative-columbia-sc-usa-first-citizens-bank/>

HIRING ORGANIZATION

USA First Citizens Bank

EMPLOYMENT TYPE

Full-time

BASE SALARY

INR 29,000 - INR 45,000

VALID THROUGH

2026-07-19

SALES & SERVICE REPRESENTATIVE | COLUMBIA, SC, USA FIRST CITIZENS BANK

JOB LOCATION

? Remote work from: USA

DESCRIPTION

Position: Sales & Service Representative

Company: First Citizens Bank

Overview

Are you a people person? Join First Citizens Bank as a **Sales and Service Representative** in a branch team to make a difference in customer experiences and build meaningful relationships.

Key Responsibilities

- **Customer Engagement:** Engage customers in conversations to understand their banking needs and preferences, fostering a positive banking experience.
- **Transaction Processing:** Accurately and efficiently process transactions and other customer service requests within the branch.
- **Customer Service and Support:** Provide assistance with account servicing, including guidance on bank tools and resources.
- **Digital Education:** Facilitate awareness of digital banking services, helping customers utilize online and mobile banking capabilities.
- **Sales Support:** Identify and refer sales opportunities to appropriate bank partners to support the branch's sales efforts.
- **Team Collaboration:** Work closely with branch team members and other bank partners to ensure customers receive comprehensive financial solutions.

Qualifications

Required:

- High School Diploma or GED
- 6+ months of customer service experience

Preferred:

- Experience in sales
- **Skills:** Financial literacy and knowledge of retail banking products and services

Core Competencies:

- **Communication Skills:** Comfortable and confident in proactively engaging with customers.
- **Customer Service:** Demonstrates professionalism and empathy in interactions.
- **Adaptability:** Ability to learn quickly and keep up with new information and technologies.
- **Teamwork:** Builds strong working relationships within the team and across functions.
- **Flexibility:** Able to manage multiple tasks and shift priorities as needed.
- **Agility:** Quick to process information and resolve issues effectively.

Benefits

Full-time associates (20+ hours) are eligible for a **comprehensive benefits program** tailored to meet their needs. These benefits include options designed to support associates and their families, however defined. Additional details can be found [here](#).