

**PEOPLES BANK AND TRUST COMPANY
JOB DESCRIPTION**

JOB TITLE: Customer Relations Specialist
DATE: October 2025
DEPARTMENT: Customer Relations Department
REPORTS TO: Customer Relations Manager
STATUS: Non-Exempt

To be considered for this position, please fill out a PB&T Employment application at www.pbtc.net

SKILLS REQUIRED: Excellent communication and customer service skills demonstrated above-average computer skills including Word, Excel, Outlook, basic understanding of banking principles and policies. Must be able to work in both a team environment as well as an individual with little or no supervision. Multi-tasking skills are required. Requires ability to handle multiple projects and priorities in a fast-paced environment.

JOB SUMMARY: Daily interaction with customers/other locations/vendors concerning questions on ATM/Debit Card Program, Internet Banking and Bookkeeping account questions. Performs a variety of tasks (including manual maintenance) related to ATMs and Internet Banking. Requires good written, as well as verbal communication skills.

PRIMARY DUTIES:

1. Understands Internet Banking software and ATM/Debit Card Programs and effectively explains service to customers.
2. Assists in installing ATMs, performing manual maintenance, adding, and removing cash, implementing updates, as required.
3. Approves customer additions/maintenance to existing accounts.
4. Research problems related to Internet Banking, ATM services, Bookkeeping and perform corrective action to customers' satisfaction.
5. Daily processing of ATM/Debit Cards requests such as new cards, issuing pin numbers, activating accounts, researching disputes, etc.
6. Performs monthly/quarterly maintenance of debit cards and online banking to ensure systems are accurate and up to date.
7. Checks off-site ATMs daily for maintenance status and takes corrective action.
8. Balance ATM at Main Bank on daily basis, assists other locations with balancing as needed.
9. Balance settlement accounts.
10. Maintains and checks CD & IRA work from New Accounts. Research errors and work with branches on error corrections.
11. Balance GL Accounts and understand Overdraft Privilege System.
12. Perform various accounting tasks assigned by supervisor.
13. Performs other duties as assigned.

EDUCATION REQUIREMENTS: Requires a high school education or equivalent work experience that demonstrates the ability to read, write, interpret, and apply instructions to perform the required activities. Requires ability to efficiently operate a computer.

PHYSICAL REQUIREMENTS: May require occasional heavy lifting, manual dexterity. Valid driver's license.

Peoples Bank & Trust Co. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.