

BANKING CUSTOMER SERVICE ADVISER

Banking customer service advisers provide a face-to-face service in a retail bank.

Entry requirements

Entry requirements include 4 or more GCSEs at grades 9 to 4 (A* to C) including English and Maths.

We will also ask you to pass a series of selection tests when you apply.

Customer service, cash handling and computing skills would be useful.

You'll need clearance from the Disclosure and Barring Service (DBS).

Skills required

You'll need:

- excellent communication and 'people' skills
- excellent maths skills
- accuracy and attention to detail
- the confidence to sell financial products to customers

What you'll do

Your day-to-day duties might include:

- processing payments and withdrawals
- setting up and maintaining customers' accounts
- dealing with enquiries
- promoting and selling financial products and services to customers
- using the IT system to update account details
- general administration tasks
- operating UK and overseas currency tills
- helping customers with loan and mortgage applications

Salary Guide

Starter: £15,000 to £19,000

Experienced: £20,000 to £24,000

Bonuses and commission for meeting sales targets can increase your earnings.

Other benefits can include subsidised mortgages, loans, pensions, shares and insurance.

Working hours, Patterns and Environment

In a high street retail branch, you'll usually work 9am to 6pm, Monday to Friday, with Saturdays on a rota. You'll spend some of your time working at a counter or front office.

In contact centres, which usually operate 6 or 7 days a week until late in the evening,

shift work is common. Part-time work is also widely available. You'll work at a desk with a telephone headset and computer.

Career Path and Progression

With experience, you could progress to specialist customer service and advice roles, or into management.

You might also be able to apply your customer service skills in corporate or investment banking.