



Customer Care / Call Center Specialist

Schedule 4

Department: Corporate Operations

Job Code: 270-06

Reports to: Customer Care Operations Manager

FLSA: Non-Exempt

Grade 6; Range \$28,329 to \$42,494

Supervises: None

SUMMARY

Revised: 12/5/13

Under the direction of the Customer Care Center Manager, the CCC Specialist provides day-to-day quality service by phone, e-services or written communication to all bank customers in an efficient and professional manner. Researches and resolves customer requests, and answers customer inquiries with regard to account requests including transactional information and processes. Incumbent performs quality control reporting and tracking to monitor service levels and customer trends.

MINIMUM REQUIREMENTS FOR POSITION:

- High School graduate or equivalent required; Associates degree or 2+ years of college preferred.
- At least 1 year call center preferred or 2 years operational experience in a financial services industry or equivalent work experience with a working knowledge of e-services (Online Banking, Mobile Banking, ATM processing and other electronic payment channels).
- Must be willing to work a combination of early morning, late night, and weekend shifts. Rotating schedule subject to change, flexibility and dependability required.
- Ability to work independently with minimal supervision.
- Superior interpersonal skills. Must be able to effectively communicate with management, Operations staff, bank clients, and outside vendors.
- Knowledge of the banking environment, computer hardware, software applications, networks, and operating systems.
- Ability to make sound recommendations to management.
- Excellent organizational and time management skills.
- Excellent verbal and written communication skills.
- Excellent computer skills in current computer technology.
- General background and experience with a financial institution operating policies and procedures.
- Monitors individual, team and department results to identify trends that would affect service quality, revenue goals, performance targets and customer delivery.
- Bilingual ability preferred.
- Ability to effectively multi-task, works under pressure, and ability to meet tight deadlines.
- Responsible for adhering to and complying with all Bank policies and procedures, all applicable federal and state laws and regulatory guidance governing financial institutions, including, but not limited to, Federal Deposit Insurance Improvement Act (FDICIA), FACT Act, Bank Secrecy Act and Regulation CC.

PRIMARY ACTIVITIES AND RESPONSIBILITIES:

- Field inbound customer calls, written customer requests or e-service customer messages through multiple means, answering questions, providing an outstanding customer experience and managing customer concerns through one touch resolution.
- Processes requests and notifies customers of approval or denial via telephone or other e-service communication channels.



- Follows-up with customers relating to specific campaigns or direct mail marketing activities.
 - Proven sales ability, including knowledge of all affiliate/subsidiary products and services.
 - Available to work flexible hours, including early morning, early evenings, holidays and weekends.
 - Supports corporate communication inbound service calls.
 - Creates, analyzes and provides management performance and statistical reports for trending customer data.
 - Assists with cross sale initiatives and campaign management.
 - Participates in community activities and organizations in order to enhance the Bank's position in the community.
 - Maintains compliance with and adheres to state and federal regulations and bank policies and procedures, including, but not limited to, requirements regarding the Bank Secrecy Act, FACT ACT, Community Reinvestment Act, and EEO/AA/Fair Employment Practices.
 - Other such duties as may be assigned from time to time.
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TECHNICAL REQUIREMENTS AND RESPONSIBILITIES:

- Knowledge of the banking environment, computer hardware, software applications, networks, and operating systems.
 - Excellent computer skills in current computer technology, including all MS Office applications.
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WORK SCHEDULE * (minimum 40 hours per week)

Schedule 4: Monday 9:00 a.m. until 5:00 p.m. or off if working Saturday
Tuesday 9:00 a.m. until 6:00 p.m.
Wednesday 10:00 a.m. until 8:00 p.m.
Thursday 11:00 a.m. until 8:00 p.m.
Friday 9:00 a.m. until 6:00 p.m.
Saturday 9:00 a.m. until 5:00 p.m. or off if working Monday

This position will be scheduled for one Saturday off per month.

*May adjust work schedules due to vacancies and high volume days.
Schedules will be available in advance of work week.*