



Straight Talk. Fair Deals.

Position Title: Call Center Representative I or II
Reports To: Customer Experience Manager
Department: Retail Banking
Supervises: Not Applicable
FLSA Status: Non-Exempt
Grade Level: Call Center Rep I – 22, Call Center Rep II – 23

Position Summary:

Call Center Representatives are responsible for promptly responding to all incoming customer communications while providing the highest level of service and identifying bank products and services that may be beneficial. Call Center Representatives help build and maintain solid customer relationships.

Duties and Responsibilities:

- Greets customers and facilitates a welcoming and customer-focused interaction utilizing Integrity Customer Service principles.
- Processes customer transactions and account maintenance efficiently and accurately in a fast-paced environment while adhering to internal controls and procedures.
- Generates new business and expands relationships with current customers by cross-selling bank products and services.
- Builds customer loyalty by developing relationships and offering exceptional customer service.
- Responds to customer inquiries and concerns by researching and identifying positive solutions or referring to appropriate staff or department for resolution.
- Provide appropriate and timely follow-up to customer concerns, inquiries and requests.
- Enroll customers and provide on-going support for all consumer electronic services.
- Maintains and ensures adherence to safety and security issues, policies and procedures.
- Attends and participates in training courses and workshops to advance products knowledge and customer service skills.
- Assumes additional responsibilities as assigned.

Additional Duties and Responsibilities for Call Center Representative II:

- Enroll customers and provide on-going support to business customers using online business banking services.
- Mentor less experienced Call Center Representatives and assist them as needed.
- Assist Electronic Services Representatives and serve as backup support for business customers utilizing advanced electronic services or merchant services.
- Monitor and handle daily department tasks, responsibilities and reports.
- Orders supplies.
- Must fully meet Teller Standards for the Call Center Representative I position.

Education and Experience:

Call Center Representative I:

- High School Diploma or equivalent GED required (exception for high school branch teller)
- One to three months related experience and/or training.

Call Center Representative II:

- Minimum of one to two years of customer service experience required.
- Demonstrated proficiency at Call Center Representative I skills and responsibilities.

Skills and Abilities:

- Excellent customer service skills.
- Previous customer service or call center skills helpful.
- Outgoing, assertive, confident and enthusiastic personality.
- Strong multi tasking and communication skills.
- Excellent organizational skills and attention to detail.
- Proficient computer skills.
- Must be dependable, flexible, a team player, professional and calm under pressure.
- Ability to work with little supervision.

Working Conditions:

- General office environment
- Physical surroundings are generally pleasant and comfortable
- Moderate lifting (to 35 lbs.) required. Moderate reaching, walking, sitting and standing required.

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis.