

Connection Bank

Position Description for PT Customer Care Specialist

Department: Customer Service Department
Reports to: AVP, Director Customer Care
Supervises: N/A
FLSA: Nonexempt

Summary

The PT Customer Care Specialist works approximately 20 to 25 hours per work (depending on department needs) and is responsible for providing exemplary service to our customers by addressing and resolving their issues. While performing these duties, the incumbent must strive to live our core values by embracing a “can do attitude”, demonstrating our brand of customer service “on steroids”, and protecting our customers’ security and privacy.

Essential Duties and Responsibilities

- Responsible for responding to inbound calls, emails, and in person communications to assist customers with inquiries regarding routine banking transactions, deposit account questions, and account verifications.
- Advocates the benefits of Connection Bank products and services to promote customer enthusiasm and engagement.
- Researches and resolves customer questions, inquiries, requests, and problems in a pleasant and timely manner.
- Handles all debit card issues (ordering, fraud, transaction research, and disputes).
- Coordinates escheatment of customer accounts and checks on a regular basis
- Balance internal reports and accounts.
- Manages branch capture functions.
- Sets up and troubleshoots all business and retail online banking.
- Goes on interoffice and post office courier runs.
- Completes assigned compliance training.
- Operates mail service equipment.
- Performs other duties as required or assigned.

Skills and Abilities

- Promotes Connection Bank
- Projects a positive image of the bank to all internal and external customers.
- Demonstrates the ability to hold confidential information and displays honesty and high ethical standards.
- Strives for high customer satisfaction, is helpful, pleasant, approachable, and team oriented.
- Knowledgeable of bank operations, policies, procedures, products, and services.
- Able to use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, and/or standards.

- Develops constructive and cooperative working relationships with others and maintains them over time.
- Exceptional oral, written, and interpersonal communication skills with the ability to apply common sense while performing work.
- Excellent organizational and time management skills.
- Proficient in computer operations with working knowledge of Microsoft products and the ability to learn bank specific programs.
- Typing skills to meet production needs of the position.
- Current driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.
- Good math skills and an excellent knowledge of accounting principles.
- Ability to work with minimal supervision while performing duties.

Physical Demands

The person in this position must be able to:

- remain in a stationary position for approximately 80% of the day.
- move about inside the office to access file cabinets, office machinery, etc.
- operate a computer and other office productivity machinery, such as an adding machine, copy machine, printer, postage machine, branch capture scanner, etc.
- lift and/or move up to 20 pounds.

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned and is subject to change at any time. This job description does not constitute an employment agreement between the Bank and employee and is subject to change by the employer as the need of the Bank and requirements of the position change.