

**JOB TITLE:**            **Call Center Representative**

### **GENERAL SUMMARY**

The Call Center Representative is a vital part of the bank's internal and external communications. The incumbent utilizes the telephone system and the network to maintain the flow of information; answers routine customer service inquiries; and assists other departments with work overflow. Call Center employees serve as support personnel to the entire bank.

### **ESSENTIAL JOB FUNCTIONS**

- Answers customer service calls.
- Checks the general voice mail box each morning and relays the messages.
- Maintains a list of personnel who are out of the Bank.
- Answers the switchboard calls, in a prompt (within three rings), courteous manner and routes calls.
- Monitors calls to make certain that they receive appropriate attention.
- Maintains familiarity with locations and functions of bank personnel.
- Screens calls for executive management and relays messages in a timely manner.
- Pages employees via cell phone or pager.

### **MINIMUM REQUIREMENTS**

The following are required to enable job holders to perform the essential functions of the job.

- Understanding of bank products and services to assist in customer service calls
- Pleasant voice, clear enunciation
- Friendly, courteous, and polite demeanor
- Strong organizational skills
- Able to manage multiple phone lines while performing other duties
- Excellent interpersonal skills
- Able to react quickly and appropriately to telephone requests
- Able to remain calm and polite under stress
- Enjoys working as part of a team

### **EXPERIENCE/EDUCATION**

High school diploma or equivalent with prior banking experience preferred. Experience in call center environment or multiple phone line system preferred.

### **ENVIRONMENT**

Job requires sitting for prolonged periods of time. Job can be very stressful due to: shared work space, employee traffic through the department, multiple phone lines demanding immediate attention and the requirement to remain, quick, efficient, and courteous at all times.