

**CommunityBanc, Inc.**  
**Notice of Open Position**

DATE:       October 13, 2022

**THIS POSITION IS NOW OPEN:**

Job Title:                    Call Center Representative Level 1-3  
Company/Department: The Community Bank – Call Center  
Location:                    New Concord  
Supervisor:                 Banking Offices Administrator  
Schedule:                    M-S rotation and as needed for business operations

**Summary:** Works closely with other Call Center team members, other Bank personnel and departments to provide outstanding service for customers by answering questions, handling complaints, and troubleshooting problems with our products and services. The Call Center Representative may handle a high volume of inbound or outbound calls or both and should seek to create a positive experience for each caller. They will listen to the customer to understand the reason for their call, address all questions or complaints, and provide an accurate and efficient response. Recommend and/or promote products or services that may suit the customer needs.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- Responsible for researching and resolving customer and internal employees' inquiries via telephone and/or email.
- Provides customer support for electronic banking products and services, including Online Banking, Bill Payment, Mobile Banking, Online Account Opening, and both Debit and Credit Card inquiries.
- Resolves customer inquiries and issues promptly regarding new accounts, existing accounts, loans, payments, automatic transfers, and interest rates in a professional and supportive manner.
- Cross-sells Bank services and supports all functions within the Call Center.
- Positively represents the Bank's culture and values by building lasting relationships with customers, other Customer Care Call Center team members, and Bank employees based on trust and reliability.
- Completes and maintains related account maintenance.
- Completes research and resolves documentation errors or discrepancies.
- Provides information to customers on Bank policies, procedures and programs.
- Adheres to Call Center performance metrics to ensure service levels and customer expectations are consistently achieved.
- Maintains and projects the Banks professional reputation through professional and courteous interactions with customers and other Bank employees.
- Completes ongoing internal education opportunities to sustain broad base of product, service and applications/technical knowledge.
- Individually participates in identifying, measuring, monitoring, controlling and mitigating departmental and enterprise-wide risks
- Maintains awareness of and adheres to Bank's compliance requirements and risk management concepts, expectations, policies and procedures and applies them to daily tasks

- Reset customer and employee passwords in adherence with Bank policy and procedures
- Other duties as assigned
- Follows and supports the Bank's policies and procedures accurately.
- Positively represents the Company's culture and values.
- Achieves annual goals as assigned.
- Completes annual required regulatory training and Cybersecurity curriculums as assigned.

**Advancement to level 3 generally requires 1 year in the level 2 role or related experience. In addition to level 2 responsibilities the level 2 associate will:**

- Demonstrates a thorough knowledge of Bank policies, procedures and resources.
- Completes account opening functions, Mobile Banking troubleshooting and Debit Card inquiries independently.
- Successful completion of The Community Bank Call Center Certification program and test score.
- Serves as a mentor to Customer Care Call Center Representatives and Specialists.
- Provides assistance with escalated customer inquiries.
- Assists Customer Care Call Center Manager with various projects and report analysis.
- Assists supervisor with department communications, training materials, and department improvement plans.

### **Supervisory Responsibilities**

No Supervisory Responsibilities

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Knowledgeable:** Knowledge of the inner processes of the Bank, products and services and the associated application used to provide the Bank's products and services.
- **Detail-Oriented:** Listens carefully to customers and be able to notice small details to provide accurate responses to customers.
- **Organized:** Able to take quick notes, access CRM systems and track recorded conversations while speaking to customers.
- **Flexible:** Adapt to unique customer queries and situations.
- **Friendly/Empathetic:** Understands a situation from a customer's perspective and has a positive attitude toward people, even when dealing with difficult problems.
- **Calm under pressure:** Able to handle a large number of customer calls each day and maintain composure in stressful situations.
- **Effective Communicator:** Effectively communicate with customers with great verbal and written skills.
- **Efficient:** Responds to customers in a timely manner and proactive in anticipating customer needs.

**Education, Training and/or Experience**

High school diploma or general education degree (GED); and two years of banking experience and/or training; or equivalent combination of education. Must have or are willing to acquire and continue to acquire additional working knowledge of all products and services offered by the Bank and associated applications they reside on. Sales experience is preferred.

**Certifications, Licenses, Registrations**

Valid Driver's License

If you are interested, please advise your immediate supervisor, complete the job posting application form, have your supervisor complete their section and send the form to Human Resources. Responses received after the above accepted date may not be considered.