

Deposit Operations Position Available

Customer Support Care

Job Responsibilities

- 1) Phone Support
 - a) Customer support for issues and services
 - i) Online setup and troubleshooting Issues
 - (1) Online Bill Pay
 - (2) Mobile Banking
 - (3) Online Banking unlocks and resets
 - (4) Respond to customer email contacts
 - ii) Debit Card support
 - (1) Basic Issues with Debit Card Disputes, balances, etc.
 - iii) Account support
 - (1) Balance inquiries, stop payments, address changes, etc.
 - iv) Complete and Mail forms for customers
 - v) Check ordering
- 2) Mailing notices
- 3) Reviewing large dollar and special handling checks
- 4) Clearing fraud cases
- 5) Reviewing multiple monthly Stats
- 6) Departmental shared responsibilities
 - a) Mail processing rotation
 - b) Phone coverage
 - c) Saturday rotation (every 3 to 4)

Job Skills/Experience

- 1) Professional telephone etiquette
- 2) Great communication skills
- 3) Excellent written communication skills
- 4) Ability to
 - a) Multi-task and prioritize
 - b) Work independently with little supervision
 - c) Work well with others
 - d) Have a positive “team player” attitude
 - e) Easily adapt to changes
 - f) Willingness to grow and excel with everchanging positions

This busy position allows for interaction with customers as well as CB&T staff members. The position structure requires a disciplined individual who can maintain a quick pace and work well independently as well as working with others. Training is provided on the job including detailed procedures for each job task. Banking experience, a functional understanding of Fiserv’s systems, and a working knowledge of Microsoft Office software is preferred.