



## CALL CENTER AGENT ZEBULON

**United Bank** is a growing 112 year old \$1.3 billion Community Bank that proudly provides Signature Service to our customers in 18 locations in 11 counties throughout Middle Georgia.

### **Job Summary:**

Under general direction, the Call Center Agent I is responsible for independently assessing and processing inbound calls to deliver a seamless service experience that deepens and strengthens customer relationships. These calls require initiative, accuracy, and sound judgment. It is imperative that the agent employ effective communication skills in all their interactions with customers and fellow bank employees. **Position is Part Time:** Individual must be flexible as days will rotate (5pm - 10pm) Weekend work may require additional hours if needed. Women and Minorities are encouraged to apply.

### **General Description/Duties:**

- Process up to 120-130 daily inbound calls for account inquiries, product and service information, bank policy and various customer service requests. While performing these duties, actively pursues opportunities to establish new relationships and expand existing customer relationships.
- Provide initial support and answer inquiries regarding electronic delivery channels such as internet banking.
- Serve as a help desk for other bank employees and provide branch solutions to include the following: initial contact for internal technology problems; processing of Reg CC holds, transfers, debit and credit card maintenance requests, monitoring of ATM and IVR systems.
- Identify and recommend solutions to resolve customer issues; when appropriate refers customers to specialists within Bank who are better equipped in servicing the customer.
- Timely follow up on all maintenance and research transactions.
- Maintain awareness of trends with debit/credit card transactions and escalate for fraud prevention.
- Maintain records of completed customer requests for service and audit tracking.
- Position will be required to comply with all Federal and State banking laws and related regulations, to include but not limited to the Bank Secrecy Act.
- Performs other duties as assigned.

### **Requirements:**

- Basic knowledge of United Bank products and services
- Basic working knowledge of bank resources, the areas of expertise and the Bank's policies and procedures. Ability to quickly recall or locate specific information and resources.
- Adaptive to new technology and able to navigate the Bank's computer information and telephone system.
- Basic working knowledge of common computer applications such as Microsoft Outlook, Word, Excel.
- Effective verbal communication skills that include the ability to listen intently, speak clearly and explain complex issues simply and concisely, while engaging the customer in pleasant conversation.
- Basic written communication skills including the ability to use proper grammar and spelling while conveying a friendly, helpful demeanor.
- Attention to detail and accuracy in both written paperwork and customer interactions.
- Ability to do moderate multi-tasking and problem solve as needed.
- Demonstrates a positive, respectful attitude and the ability to work harmoniously with other employees.
- Confident, self-motivated, and skilled in time management.

**United Bank provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, veterans status, disability unrelated to job requirements, genetic information, military service, or other protected status. Please send all resumes to [lgosdin@unitedbank.net](mailto:lgosdin@unitedbank.net)**