



Payment Solutions Department

## **Correspondent Customer Service Specialist I**

Atlanta, GA

### **Job Summary:**

Provide telephone support to Correspondent Division customers for all operational-related requests including (but not limited to) settlement inquiries, ACH research, wire transfers, Coin & Currency requests, Fed Fund investments and Converge (online banking product). Develop and maintain relationships with other Correspondent Division departments, contacts at the Federal Reserve Banks and other service providers as appropriate.

### **Major Responsibilities:**

#### **Customer Support:**

- Handle Converge (online banking) calls and work with technical resources as needed
- Enter non-electronic wire transfer instructions into Converge and perform callbacks
- Perform fast and accurate research for customer banks
- Provide back-up and support for all Payments Customer Service functions and responsibilities
- Perform follow up calls to banks as needed
- Mail transaction processing advices and statements to customers according to schedules

#### **Transaction Processing:**

- Handle all processing activities for wire transfers, ACH, Coin & Currency Orders, Large Dollar Return Item Notifications and Return PDF Delivery
- Ensure all applications are balanced and processing deadlines are met
- Process incoming and outgoing cash letter accurately and timely
- Ensure checklists are completed timely

#### **General:**

- Deliver exceptional customer service and Converge support to all internal and external customers
- Develop and maintain an understanding of all Correspondent Division and FRB banking operations, as well as a basic understanding of other Division services
- Support department objectives and goals
- Assist with internal and external audits
- Complete Account Confirmation requests
- Generate ideas to enhance/improve current processes related to job functions

**Prerequisites:****Education:**

Minimum high school diploma or general education degree (GED)

**Experience:**

Five to seven years in customer service and related experience and/or training

**Skills/Knowledge:**

- Ability to manage multiple requests simultaneously and work with other team members to ensure that daily responsibilities are handled timely
- Possess good organization and time management skills
- Excellent attention to details
- Strong written and verbal communication skills
- Ability to handle telephone calls professionally and efficiently
- Problem solving
- Familiar with email systems, Internet Explorer, Microsoft Office products including Word, Excel and basic personal computer skills

Qualified candidates should visit <https://www.centerstatebank.com/careers/> and follow the Application Instructions