



BUSINESS SERVICES SUPPORT ADMIN ZEBULON

United Bank is a growing 113 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 Business Services Support Admin is responsible for providing internal customer support for all business services products, assisting with the referral process, and providing support to Business Services Account Managers, as well as all required department administration. Women and Minorities are encouraged to apply.

General Description/Duties:

- Accept and process inbound calls concerning business services products and various related customer requests. Prioritize and queue call backs for Business Services Account Managers when necessary.
- Accept and process various service related requests from existing customers, coordinating satisfactory resolution, while requesting the involvement of 3rd party vendors when necessary.
- Utilize CRM software to process referrals and maintain ongoing communication with customers.
- Maintain customer files to comply with documented policies and procedures.
- Assist with inventory control of merchant equipment and supplies.
- Support Business Services Account Managers as needed.
- 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.
- Perform other duties as assigned.

Requirements:

- Detailed knowledge of bank products and services.
- Team player with positive attitude; able to multi-task and maintain composure during stressful situations.
- Working knowledge of bank resources, the areas of expertise and the Bank's policies and procedures.
- Ability to navigate the Bank's computer information system and telephone system.
- Effective communication skills and the ability to listen intently.
- Manages time wisely, confident and self-motivated.
- Exceptional customer service skills.
- Detail oriented and adaptive to changing environment.

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 apply online at www.accessunited.com and select the Careers link at the bottom of the page.