



## CALL CENTER AGENT 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 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. Women and Minorities are encouraged to apply.

**Full Time.....2:45pm – 11pm**, individual needs to be flexible to work any day of the week as days will rotate due to the needs of the department.

**Part Time.....between 4pm – 11pm**, must be flexible to work any day of the week as days will rotate based on the needs of the department,.

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

Duties include but are not limited to the following:

- 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.

**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](http://www.accessunited.com) and select the Careers link at the bottom of the page.**