



Position: FT Customer Support Specialist

To handle incoming Support Center telephone calls, live online chats and emails, both internal and external, and provide customer support for account inquiries, internet banking, mobile banking, debit cards, bill pay, remote deposit, overdraft protection and eStatements.

Work Location: Colony Bank, Operations Office, Fitzgerald, GA 31750

Essential Functions and Basic Duties:

1. Answer all incoming customer calls, internal and external.
2. Route all calls to appropriate departments if not able to assist customer directly.
3. Perform necessary functions within capabilities to resolve issues/problems for customer's call:
 - a. Reset passwords/PINs for appropriate applications/systems
 - b. Research transactions
 - c. Maintenance access to appropriate applications/systems
 - d. Order replacement debit cards; close/block cards reported lost or stolen; assist with activating and/changing PINs
 - e. Provide customers with instructions and tutorials for appropriate applications/systems
 - f. Grant and delete employee access to applications/systems as necessary
4. Routinely check the queue for calls holding or calls left on the message system.
5. Assist branch personnel with maintenance and complex problems for resolution.
6. Monitor daily reports, balances and activity.
7. Document all calls into the work order application or other appropriate system(s).
8. Provide input and support all management decisions.
9. Complies with all bank and personnel policies and procedures including but not limited to policies and procedures regarding the Bank Secrecy Act.
10. Complete periodic training provided and/or required by Colony including but not limited to BSA training within required time frames assigned.
11. Other duties as assigned.

Qualifications:

Education:

1. High school diploma or equivalent required.
2. Certification in Microsoft or other computer applications a plus.

Experience:

1. Minimum two years previous experience as customer service representative.
2. Prior experience with online banking, bill pay, debit card and/or electronic statement systems preferred.

Knowledge:

1. Knowledge of the Microsoft Windows operating system required.
2. Ability to work with and learn computers, software and phone systems.
3. Thorough knowledge of bank products and services.

Skills/Abilities:

1. Excellent oral and written communications skills.
2. Must present a professional image in dealing with customers, interdepartmental and external representatives.
3. High level of motivation and ability to perform work quickly and accurately.
4. Must possess the ability to logically think and determine next steps in resolving customer issues.

Work Environment:

1. Must be able to sit for extended periods of time.
2. Regular Office Conditions.

If interested, submit your resume to: philip.luke@colonybank.com

Equal Opportunity Employer / Minorities / Females / Veterans / Disabled / Drug Free Workplace