



Renasant Bank is an Equal Opportunity Employer

Position: SSC Specialist

Schedule: Primary Work Schedule: M-F 8:30 a.m. - 5:30 p.m. EST.

Location: Lawrenceville, GA

Application: For more information and to apply, please visit www.renasantbank.com and select the "Apply Now" and "Careers" link at the top of the page. This SSC Specialist position is Job ID 2019-5467.

Position Summary:

This is a non-exempt position responsible for delivering an exceptional customer experience through inbound & outbound service interactions with customers & prospects through a variety of multi-media touch points (phone, online, virtual teller, email, direct mail, chat).

Responsibilities:

- Provide exceptional customer service experience for through resolution as defined and measured according to corporate/departmental service level objectives.
- Adhere to regulatory guidelines for customer authentication and product disclosures.
- Maintain confidentiality and security of customer information according to regulatory guidelines and company policies.
- Resolve customer requests through proficient use of the system tools, research and navigation within the organization, or escalation to an appropriate resource.
- Capture customer information in the core system or CRM database that promotes Know Your Customer as related to their Profile, Relationship, Preferences, and Interactions.
- Seek opportunities to differentiate the customer experience through identifying solutions suitable for customers' current or future needs based on life events and risk tolerances.
- Open New Accounts and reassign existing accounts to more suitable products & services.
- Stay current on changes related to products, services, features, processes and procedures in order to respond proficiently and confidently to customer inquiries and requests.

Stay current on industry trends (market conditions, regulatory changes, and competitor offers) to be effective in responding to customer inquiries and needs.

Compliance Accountability:

- Responsible for compliance with all regulations, laws, and bank policies and procedures that pertain to your day-to-day job responsibilities
- Responsible for maintaining a working knowledge of all compliance regulations pertinent to your assigned duties by successful completion of any courses assigned on a timely basis
- Responsible for adherence to the Bank’s Code of Professional Ethics and Conduct as well as observing and promoting compliance with the Code among fellow bank personnel, customers and vendors

Qualifications:

- High School diploma required; College experience preferred,
- Minimum of one year experience in services industry required, retail banking preferred,
- Proficient keyboard skills with proven experience working with Microsoft Office Tools,
- Proficient telephone etiquette skills including the ability to effectively communicate with people at all levels and from various backgrounds:
 - Excellent customer service skills in clear & concise delivery, diction, and listening
 - Clear & Proper presentation in verbal and written communication skills
- Acute attention to detail,
- Effective decision making and problem solving skills, and
- Flexibility with work schedule.

Further consideration will be given based on the following skills and behaviors:

SSC Specialist I	SSC Specialist II	SSC Specialist III
Performance Expectations (post completion of training): <ul style="list-style-type: none"> • Follows procedures • Meets service objectives • Adhere to regulatory guidelines & data security • Meets attendance and punctuality guidelines • Meets expectation of QA with all scores ≥ 2.8 	Performance Expectations: Specialist I skill set <u>plus</u> 2 or more of the below: <ul style="list-style-type: none"> • Meets/Exceeds service objectives • Proven cross-sell / referral capability • Exceeds expectations of QA with average score ≥ 3.75 	Performance Expectations: Specialist I/II skill sets <u>plus</u> 2 or more of the below: <ul style="list-style-type: none"> • Exceeds service objectives • Proficient conversational knowledge of products, services, features, benefits (per QA) • ITM Specialist skills • Bilingual (English/Spanish)
Key Skills & Behaviors: <ul style="list-style-type: none"> • Active listening • Attention to detail • Adaptability to change • Team player • Promotes suitable products & services 	Key Skills & Behaviors: <ul style="list-style-type: none"> • Communication is conversational • Renasant brand ambassador • Displays a high level of knowledge of product 	Key Skills & Behaviors: <ul style="list-style-type: none"> • Proficient interactions with a genuine calm, and confident delivery • Accounts Opening Skills • Routinely identifies cross-sell/enrollment

<ul style="list-style-type: none"> Periodically identifies cross-sell opportunities 	features and benefits <ul style="list-style-type: none"> Coaches others on best practices Handle complex requests Frequently identifies cross-sell and enrollment opportunities 	opportunities
Experience: Financial Services or customer facing experience preferred	Experience: Minimum 2 years customer facing and/or contact center	Experience: Minimum 3 years customer facing and/or contact center

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands or fingers to handle or feel objects, tools or controls, reach with hands and arms, and talk or hear. The employee is occasionally required to walk. The employee must occasionally lift and /or move up to 20 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and the ability to focus.

Work Environment:

There is minimum discomfort from noise in this area. Detailed instructions and procedures to be followed in a potentially hazardous condition (i.e. robbery) are provided to minimize the risk.