

SYNOVUS®

Synovus is – and always has been – a place where business is personal. While we have different names in different places, we are one company – Synovus. We have the strength of a major financial institution while maintaining the personal relationships you'd expect from your bank around the corner. From everyday banking to corporate services, Synovus is **the bank of here**.

Synovus began with a single act of kindness in 1888, and our passion for serving others has been growing ever since. Our roots run deep in all of the communities we serve, and we are committed to helping friends, neighbors, and customers alike achieve their goals.

Synovus is currently recruiting for this wonderful employment opportunity located at its **Columbus, GA** location:

Job Title: Senior Manager, Customer Care Center

Job Summary: Manages the customer care contact center, including advising managers on a variety of complex issues. Develops, reviews and recommends objectives and procedures. Establishes standards and guidelines for interaction with customers. Administers policies as they affect the customer contact center banking operations.

Job Duties and Responsibilities:

- Directs the operations of multiple customer contact center facilities. Sets standards, guidelines and policies within customer contact center.
- Monitors customer contact center activity to ensure that customer service and production standards are met and maintained. Develops and monitors quotas for service volume and timeliness. Works with other members of management team to address problems when they arise.
- Ensures activates run smoothly and efficiently across multiple, complex functions such as division calls and emails, online banking and mobile banking, interactive chat, Image ATMs, and in-process debit.
- Develops and implements standard operating procedures to provide an excellent customer experience along with streamlined work flow.
- Creates and maintains a culture that is equally driven by sales and outstanding customer experience.
- Responsible for prioritizing work and delegating tasks to ensure proper coverage of functions.
- Monitors individual and team results to identify and act on both positive and negative performance trends and adjust procedures as needed.
- Manages staffing and budget considerations for the department.
- Encourages and develops sales skills in employees. Promotes cross selling and up selling of products

and services.

- Monitors performance & trains employees with respect to an achieving excellent customer experience and company sales goals.
- Provide leadership, direction and growth opportunities to members of the department. Responsible for interviewing, hiring, planning, assigning or directing work, appraising performance, disciplining team members and resolving problems. Work with the Human Resources Department to resolve more complex team member-related issues.
- Each team member is expected to be aware of risk within their functional area. This includes observing all policies, procedures, laws, regulations and risk limits specific to their role. Additionally, they should raise and report known or suspected violations to the appropriate Company authority in a timely fashion.

Required Knowledge, Skills, & Abilities:

- Minimum Education: Bachelor's degree in business administration or related field.
- Minimum Experience: Eight (8) years experience in customer contact center environment OR an equivalent combination of education and experience.
- Required Knowledge, Skills, & Abilities:
 - Performance measurement/management skills.
 - Ability to motivate and hold individuals accountable in a fast paced environment.
 - Strong supervisory, strategic, leadership and motivational skills.
 - Ability to understand, direct and improve customer experience.
 - Outstanding verbal and written communication skills.
 - Ability to analyze and monitor process and initiate corrective action.

Preferred Knowledge, Skills, & Abilities:

- Experience in financial services or similar experience in another industry.

If you're interested in this employment opportunity or you know someone who is interested, I encourage you to apply to this opportunity by visiting www.Synovus.com or by emailing your resume to my attention at EricFowler@Synovus.com