



Job Posting

POSITION TITLE	Customer Contact Center Consultant
DEPARTMENT / LOCATION	Operations Center – Round Rock Palm Valley
SALARY	Commensurate with Experience
FLSA STATUS	Non-Exempt
POSTING DATE	08/09/2019

R Bank's foundation is our community, our customers, our employees, our shareholders and our bankers. We are a locally owned and operated business with a value proposition of developing a high touch relationship with our customers while providing high tech solutions to their financial needs. The technology that we employ allows us to provide a state of the art banking experience in a relaxed environment.

GENERAL DESCRIPTION/PURPOSE:

The Customer Contact Center Consultant continually provides excellent customer service and is responsible for, but not limited to, answering customer service phone calls as well as electronic communications in a professional, effective, efficient, and friendly manner and works to resolve customer inquiries in a timely manner with the overall goal of maintaining client retention and customer satisfaction.

COMPANY GENERAL POLICY & PROCEDURE:

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competence of the employee in performing his or her job duties will be demonstrated, maintained and improved on an ongoing basis.

The statements contained in this position description reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the position.

DUTIES AND RESPONSIBILITIES:

- Answer all incoming calls within the established ring time goal.
- Ensure proper identification of customers using approved security questions in accordance with the R Bank Security Policy prior to releasing information or conducting transactions.
- Staying apprised of any phone, email, check or debit card scams to identify potential loss or fraud on every call.

- Use pleasant, clear, professional voice and good listening skills to enhance service received by customers.
- Provides excellent service by demonstrating courtesy and personal concern for customers' needs and follow up to ensure those needs are met.
- Answers incoming phone and electronic inquiries regarding R Bank products and services in a professional and enthusiastic manner in accordance with established policies and procedures.
- Resolves customer inquiries and concerns regarding accounts such as balance inquiries, payables status, deposit status, stop payments, wire transfers, rate information, loan questions, and all other routine customer transactions.
- Assist customers with enrollments in Online Banking, Business Online Banking, and Bill Pay.
- Acts as an advocate for customers. While promoting and maintaining quality internal service to cultivate relationships with departments and branches to develop a team atmosphere within R Bank.
- Assist customers with trouble shooting and resolving eServices issues by accessing customer's online activity and resetting or unlocking logins.
- Prepare and submit all wire transfers requests following appropriate procedures.
- Handle debit card requests for ordering, blocking and travel notifications.
- If applicable, communicates customer enhancement requests to the appropriate department for further research and resolution.
- Keep Customer Contact Center Manager informed of all daily contacts in addition to the overall pulse of R Bank customers.
- Recognize customer needs and make recommendations respective to R Bank's products and services.
- Market products and services to customers who contact R Bank through via phone, email, and other electronic methods.
- Ensures that operations are conducted in accordance with established R Bank policies and with legal and regulatory requirements.
- Attain and maintain knowledge of all bank products and services through the effective use of R Bank's intranet and training as offered.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- High school diploma or equivalent
- 2+ years Call Center experience
- 4+ years Customer Service experience
- Ability to fluently speak, read, and write in English
- Exceptional verbal, written, and interpersonal skills
- Excellent customer contact skills; comfortable asking questions/interviewing customers about their financial situation; strong listening skills; work effectively with co-workers
- Ability to learn products, services and procedures quickly and accurately; explain concepts clearly to customers

- Ability to listen and assess customer needs and provide information or make recommendations when needed
- Ability to achieve conflict resolution if/when the opportunity arises.
- Be knowledgeable of Reg. E and requirements as applicable to debit cards holds, pending transaction processes, opting customers in and out and able to explain to customers.
- Ability to adapt well to technology enhancements and nimble enough to adopt and utilize quickly
- Excellent analytical and problem-solving skills
- Ability to maintain knowledge of R Bank procedures and regulations
- Detail oriented with the ability to organize and prioritize work
- Flexible and adaptable; able to work under pressure and handle sensitive information in a confidential manner
- Dependable and works as scheduled
- Ability to operate telecommunication, computer, and other standard office equipment
- Ability to pass background investigation and drug screen to the satisfaction of R Bank

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to fluently speak and understand Spanish
- Previous financial institution experience preferred

PHYSICAL DEMANDS:

The physical demands described here are consultant 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 regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

BENEFITS PACKAGE:

R Bank is committed to the success of our employees. We offer an attractive benefits package including Medical, Dental, Vision, Life, Disability, 401k, EAP, and the R Best Foot Forward Program. You can learn more about R Bank and our services at www.rbanktexas.com.

APPLY:

If you meet all of the minimum qualifications for this position and would like to apply, please email updated resume to HumanResources@RBankTexas.com or you may upload via www.rbanktexas.com .

R Bank is subject to Executive Order 11246 and to the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA). It is the policy of R Bank to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, veteran status or disability.