



Job Posting

POSITION TITLE	Customer Contact Center Manager
DEPARTMENT / LOCATION	Round Rock – Palm Valley Blvd.
SALARY	Commensurate with Experience
FLSA STATUS	Exempt
POSTING DATE	04/01/2019

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 Manager continually provides excellent customer service and is responsible for, but not limited to, training, preparing, and motivating staff members to provide excellent customer service through the Customer Contact Center. The Customer Contact Center Manager sets objectives, analyses call center data and ensures that the company and staff meet goals as well as provide reliable, efficient support for customers.

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:

- Provides excellent service by demonstrating courtesy and personal concern for customers' needs and follow up to ensure those needs are met.
- Trains, coaches, and leads call center representatives as they provide support for customers.

- Assists representatives by guiding them through difficult calls or issues, diffusing angry customers, or handling issues that are unable to be fielded by representatives.
- Leads team meetings, asking questions to better understand the communications that the representatives are receiving, educates and coaches workers regarding the processes and practices, and explains expectations to employees.
- Ensures staff members are achieving desired service levels and taking corrective action, as needed.
- Assists other management team members in identifying trends and establishing call center goals.
- Prepares reports and analyzes call center data to improve processes and maximize efficiency and overall customer satisfaction.
- 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.
- Acts as a liaison to customers and branch or support departments.
- If applicable, communicates customer enhancement requests to the appropriate department for further research and resolution.
- 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.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- High school diploma or equivalent
- 1+ year of supervisory or leadership experience
- 3+ years Call Center experience
- 6+ 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
- Independently exhibits analytical and problem-solving skills to effectively resolve customer and employee concerns and issues.
- 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 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 banking experience preferred

PHYSICAL DEMANDS:

The physical demands described here 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 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 a Wellness 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, age, veteran status or disability.