

Job Title: Customer Care Center Representative I	FLSA Status: Non Exempt
Reports To: VP/Operations Manager	Revised Date: 3/29/2022

Position Purpose:

Build, maintain and strengthen customer relationships through efficient, professional, friendly and personalized customer service by answering inbound phone calls from customers who require assistance with bank products and/or services.

Job Duties and Responsibilities:

- Assist customers with all questions regarding account services.
- Answer incoming customer inquiries and resolve issues.
- Maintain, as a goal, a commitment to “zero” dropped calls, ensuring customer needs are met the first time and every time.
- Make every customer feel valued by building relationships.
- Maintain and demonstrate knowledge of current bank products and services to provide accurate guidance and cross sell to customers.
- Make decisions quickly, and accurately.
- Maintain control of stressful situations in the midst of chaos.
- Be creative, when necessary, to solve problems.
- Recognize irregular, suspicious, or fraudulent transactions and advise Senior Management.
- Maintain knowledge of and ensure compliance with applicable regulatory requirements and internal policies and procedures.
- Complete annual training as required.
- Participate in bank/community activities.
- Other duties as assigned.

Skills and Abilities Required:

- High level of professionalism.
- Interpersonal/service-oriented skills and aptitude.
- Ability to build professional relationships with coworkers and customers.
- High integrity and outstanding work ethic; ability to maintain confidentiality is a requirement.
- Ability to make timely, accurate and quality decisions.
- Excellent written and oral communication skills as well as the ability to read and understand policies and procedures.
- Strong attention to detail.
- Strong computer skills; proficient in Microsoft Word, Excel and Outlook.
- Proactive; desire to identify opportunities rather than react to problems.
- Ability to respond in a fast paced, fluid environment while maintaining a service-oriented mindset and excellent organizational skills.
- Strong sense of initiative; self-motivated.

Experience and Education Requirements:

- Minimum one (1) year experience working in an office and/or customer service environment, preferably in a bank.
- High School Diploma, or equivalent.

Physical Requirements:

- Typically requires sitting for long periods of time with intermittent stooping, bending, and walking.
- May occasionally lift up to 25 pounds which may include the need for independent mobility to: bend, reach, or kneel.
- Visual and auditory skills are required.

Performance Standards:

- Accuracy: Precision of work performed.
- Responsiveness: Timeliness of work completed.
- Relationships: Ability to work well and build relationships with other employees and customers.
- Guidance: Job knowledge and cross selling products to customers.

Firststar Bank is proud to be an Equal Opportunity Employer: EEO/M/F/Disabled/Vets

Acknowledgement:

I have read this job description and fully understand the requirements set forth. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Firststar Bank.

Employee Name: _____

Signature: _____

Date: _____