

Job Title: Assistant Call Center Manager

Job Description

Reports to: Call Center Manager

Date created: September 2024

Position Summary: The Assistant Call Center Manager supervises and coordinates activities of the Customer Service staff by acting as a “working manager” setting a proper example by a willing attitude toward personally handling customer calls, making cross-selling presentations, dealing with customer complaints, etc. The Assistant Call Center Manager serves as a back-up to the Call Center Manager.

%	Key Performance Areas	Performance Measures
35%	Customer Service	<p>Responsible for providing excellent customer service to our customers via telephone, online and lobby visits so that the Bank may achieve high customer satisfaction. Recognizes that he/she may be the sole source of contact with the Bank for many customers and the impact that his/her friendliness, helpfulness, and competence will have on obtaining and retaining customers.</p> <ul style="list-style-type: none"> • Fields telephone calls and answers many customer inquiries without transferring the call. • Staff the CARE position at our Corporate Office. Welcomes and assists our walk-in customers with their inquiries and concerns. • Responds to customer questions and requests for account and product information in a professional and friendly manner, while identifying cross-selling opportunities using an effective and consistent sales approach. • Answers customer inquiries, troubleshoots, and answers feedback for all the Bank’s automated banking services. Handles online inquiries in a timely manner and within department guidelines, including ancillary products. • Proactively suggests value-added solutions during all these contacts promoting a more efficient banking relationship.
30%	Department Operations	<p>Responsible for assisting with departmental and bank operational duties to help the department and other bank areas to perform more efficiently.</p> <ul style="list-style-type: none"> • Performs daily activity reports for Online Banking. • Does necessary research to locate requested information and to offer creative solutions to customers’ needs or problems. • Interacts with all other departments and branches to give and receive information, which will aid in delivering superior customer service.
30%	Supervision	<p>Responsible for the selection and development of the Call Center Staff. Regularly provides feedback and ensures that staff are properly trained to deliver exceptional customer experience via telephone and email.</p>

	<ul style="list-style-type: none"> • Develop a staffing, training, and scheduling plan to properly accommodate the needs of the Bank's customers using the assigned delivery methods. • Select staff members based upon their customer service attitude, telephone selling skills, team orientation, ability to learn the Bank's products, and demonstrated expertise in the use of proper telephone presentation techniques. • Ensure that staff are adequately trained, motivated, and equipped to deliver superior customer service and to take advantage of resultant selling opportunities. In this regard, give staff feedback as well as conduct regular formal evaluations.
5% Other Duties	Other duties and responsibilities as assigned by management from time to time.

Minimum Qualifications

Education and/or Experience - High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills - Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Competencies

Operations Knowledge - Understands the operational procedures for his/her position and how they affect or relate to other departments in the bank.

Product Knowledge - Has a good knowledge of the products and services offered by the bank. Is able to answer general questions and direct customers to the product or service expert. Must regularly use electronic banking services such as debit card, online banking and ATM.

Compliance Knowledge - Has an operational knowledge of only specific compliance regulations & laws that affect his/her position. Also has an awareness level of bank-wide regulations (i.e.: BSA, CIP) in order to recognize suspicious events and, at a minimum, promptly notify management. Relies on management to keep him/her up-to-date on compliance changes.

Sales & Service - Provides a consistent level of service to all internal and/or external customers. Maintains good communication by keeping the customer up-to-date on the progress of a request. Follows through on requests, questions, or complaints. Displays a positive, professional image and maintains composure at all times.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Computer Skills - Is able to use the bank's software programs effectively for his/her position. Accepts and applies technology changes that affect his/her position.

Physical Requirements

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.

Physical Activity	Definition
Physical Strength	Employee will be performing sedentary work; sitting most of the time. Employee may be required to walk, reach, lift, carry and bend. This job also requires the ability to lift and/or move up to 10 lbs. Occasionally, may need to lift more than 10 lbs.
Finger Dexterity	Employee will have to use fingers to make small movements, such as typing, picking up small objects, or pinching fingers together.
Talking	The ability to convey information accurately by speaking to other employees and vendors.
Hearing	Able to hear average or normal conversations and receive ordinary information.
Visual Abilities	Specific vision abilities used by this job are close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.