

JOB DESCRIPTION



Job Title: Client Services Associate

Reports to: Branch Manager- Rome

Status: Non-exempt, Full-time

SUMMARY

This position has the overall responsibility of providing quality service to customers both on the phone and during any personal interaction at the bank. Primary responsibility will be greeting customers coming into the bank, answering incoming calls and responding to those as necessary, answering questions and assisting customers as needed. Successful candidates need to have excellent verbal communication skills and be able to effectively communicate to both clients and employees. This position will primarily answer incoming calls to River City Bank and streamline incoming calls to business lines within the bank.

KEY RESPONSIBILITIES

- Provide personalized service to Bank customers through exceptional, friendly customer service over the phone, in person, or via email with primary responsibilities of greeting customers, vendors, and others upon entering the lobby, directing people as appropriate, and serving as the “voice” of River City Bank as the first point of contact over the phone
- Evaluate needs and requests of current and potential clients, answer questions as applicable or direct inquiries to other areas within the bank
- Receive bank visitors, provide information as needed and direct them to appropriate staff as necessary, manage vendor sign in at front desk
- Provide customer assistance including but not limited to, digital banking inquiries, debit card lockouts, online banking password resets, general account inquiries such as balance and transaction lookup and verification, check orders, change of contact information, etc.
- Monitor the branch-specific email inquiry inbox and respond appropriately, as needed
- Receive packages and deliveries and contact bank staff for pick up
- Support retail staff and bank departments as needed and as approved by supervisor, with priority being customer service and lobby hospitality (ex: assist in daily mail run, stocking and freshening coffee bar and common areas)
- Comply with all department and Bank policies, procedures, and regulations
- Complete other duties as assigned

QUALIFICATIONS

- High school diploma or general education degree (GED) required
- One year of professional related experience and/or training in an office environment preferred
- Must possess excellent communications skills, both written and verbal, excellent telephone skills
- Ability to handle conflict in a professional manner, maintaining professionalism in challenging situations (ex: calming upset customers)
- Ability to explain complex information in a relatable and professional way (ex: Assisting customers to reset and access their online banking over the phone)
- Position requires attention to detail, time management skills, and ability to manage multiple competing priorities
- Proficiency in computer programs, phone apps, web programs, etc. required
- Must be able to pass a criminal background and credit check