



# Contact Center Specialist

## COMPENSATION:

Starting range: \$19.00 - \$23.00 hourly.

Exact compensation is based on skills, experience, and location.

Full-time/Non-exempt

## JOB SUMMARY:

Performs a variety of customer service and sales functions as part of the Virtual Branch & Contact Center utilizing multiple digital channels (Live Chat, Video Banking, Audio, etc.). Delivers exceptional customer service virtually and provides support to the Bank's Virtual Branch & Contact Center. Handles customer inquiries on business and consumer products and services; assists with digital account opening; upselling and cross-sells Bank's products; conducts research for customer issue resolution in accordance with Bank policies and procedures. Conducts outbound marketing calls for customer engagement and upselling products and services. Supports department objectives through direct customer interactions, adhering to quality standards and performing administrative tasks. Complies with bank policies and procedures and federal and state regulations.

## ESSENTIAL FUNCTIONS:

- Provides excellent internal and external customer service and operational quality in support of established SBIC standards. Adheres to the Bank's domestic operating policy, procedures, forms, and new programs.
- Engages with customers primarily through the Bank's digital channel (Live Chat, Video, or Audio) and assists with business and consumer customers, online account opening, mobile and online banking and debit cards.
- Achieves highlevel professional standards with work processes and outcomes; completes tasks with all details involved; monitors and checks work for precision, clarity, and completeness; produces quality results.
- Research customer inquiries and ensure satisfactory resolution. Resolves technical and tactical issues related to the account opening process, teller and customer service transactions. • Monitors and Processes accounts are opened online.
- Maintains records/ log for various follow-up calls/ lead generation etc. as applicable.
- Sets up and attends customer appointments relating to assistance with new and existing accounts.

## REQUIREMENTS:

- High School Diploma/GED or equivalent.
- Minimum 2 years of banking experience.  
Prefer Contact/Call Center or branch operations experience.

## SKILLS AND KNOWLEDGE:

- Knowledge of FIS core banking application and sub-system.
- Excellent verbal and written communication skills.
- Excellent customer service skills and ability to work well independently and in a team.
- Must be well organized and self-driven to meet deadlines.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to meet the minimum requirements. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TO APPLY: If you would like to apply, please submit your resume via email at [careers@sbical.com](mailto:careers@sbical.com).