

# **Job Description**

## *Communications Center Associate*

**Department:** Personal Banking  
**Reports to:** Personal Banking Manager  
**Supervises:** N/A

**Date:** August 27, 2020

### **Summary:**

- Responsible for assisting customers with their banking needs and inquiries. Must be able to possess the knowledge to resolve issues by phone. Provides quality customer service by directing all calls taken within the Communications Center in a professional manner by taking care of the customer at the first point of contact or with timely follow-up. Assists walk-in customers with various needs such as safe deposit box assistance, issuing temporary checks, process address changes, Visa/Debit cards questions and increase limit requests. Online banking request and questions. Assists with Mobile Deposit and Bank to Bank transfers requests and questions. Punctuality is required. Other duties, such as scanning account documents, placing stop payments, and processing return mail daily.

### **Duties and Responsibilities:**

#### **1. Business Development**

- To professionally provide bank services by listening to the needs of the customer and provide solutions.
- To meet established goals by promoting products and services to existing and new customers that are beneficial to the customer's needs.
- Assists with promotional activities to increase awareness and generate new business.
- Utilize the bank's customer information systems to provide quality customer service and offer additional products that are beneficial to the customer.

#### **2. Customer Service**

- To answer all incoming calls and provide assistance for customers or refer them to the appropriate area.
- To resolve problems immediately and handle research as required.
- To issue temporary checks, change pin numbers, change of address, place stop payments, process death notifications, issue new ATM or VISA debit cards.
- Activate, close and issue temporary limits on debit cards through Passport.
- To provide safe deposit box assistance.
- To establish beneficial customer relationships by providing excellent customer service.
- To be able to process stop payments.

#### **3. Knowledge and Quality Service**

- To understand the Bank's services and products
- To understand different computer screens on Silverlake and Synapsys.
- Must have intermediate level or better computer skills.
- Must have ability to multitask with frequent interruptions.
- Must be able to work independently.

- Must be able to gain product knowledge through handbooks/ seminars/ Internet.
- To have a full understanding of the Bank's various departments and their related duties.
- To understand the core values of Citizens Bank of Las Cruces
- *Other duties as assigned*

### **Qualifications**

High school diploma or equivalency required with previous one-year banking experience required. Customer service with strong phone skills required. Applicant must possess self-confidence and initiative and possess the ability to deal with problematic situations and find solutions. Must be able to multi-task and manage work stress, including dealing with upset customers. Must be able to read and comprehend reports and write correspondence and memos. Must be able to communicate professionally and effectively. Ability to add, subtract, multiply, and divide using whole numbers, common fractions and decimals. Must be multi-task oriented with the ability to deal in a variety of situations within the department. Must be computer literate. Bilingual in Spanish preferred.

### **Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to sit and occasionally required to walk. Must be able to talk and hear to effectively communicate with customers. The employee must be able to use hands or fingers to handle or feel objects, tools, or controls. Must be able to sit for long periods, use hands to operate office machines, must have dexterity to handle scanning and filing of documents and be able to lift up to 10 pounds. Good vision is also required for close work and long distances. The noise level in the work environment is usually moderate to high. Must be able to wear a mask while in the workplace in accordance with federal and state requirements. This position does not qualify for telework.

*Equal Employment Opportunity Employer/M/F/Disability/Veteran*