

# Call Center Service Representative

**Department:** Call Center

**Location:** Operations Center and Eaton Branch

**Job Responsibilities:** Serves customers by determining requirements; answering inquiries; resolving problems; fulfilling requests; maintaining database.

## **Call Center Representative Job Duties:**

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features.
- Maintains call center database by entering information.
- Adheres to security and transaction processing by following established procedures; reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Maintains a professional image both in appearance and conversation.
- Responsible for learning all duties within the department.
- Ability to work 2 Saturdays a month

## **Skills and Qualifications:**

- Verbal Communication
- Telephone skills
- Listening skills
- Data Entry Skills (Microsoft Word ,Microsoft Excel & Windows)
- Customer Service & informing customer focus
- Attention to detail
- Professionalism
- Multi-tasking
- Team player and People skills
- Problem solving skills

## **Education/Experience:**

- High School diploma or GED equivalent required.
- Customer Service or Banking experience (preferred)