



Contact Center Specialist Clarinda

Please forward resume and completed job application via mail or email to:

Attn: Megan Cabbage
PCSB Bank
P.O. Box 237
Clarinda, IA 51632
careers@WeArePCSB.com

SUMMARY

The successful candidate will be an experienced customer service and solution oriented team member. Primary responsibilities include assisting customers with solutions and trouble-shooting for web and mobile delivery channels, and providing outstanding customer phone support. Reports to ITM & Contact Center Manager, 37.5 - 40 hrs/wk. from 7AM - 4PM/8AM - 5PM with rotating Saturdays from 8AM - 1PM.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide outstanding customer phone support to all PCSB Bank customers
- Assist customers with new and ongoing account support
- Provide solutions and trouble-shooting support for the bank's web and mobile delivery channels (online banking, bill payer, mobile banking, e-statements, etc.)
- Become knowledgeable in all bank retail products and services, applicable bank and branch policies, procedures and support systems
- Cross-sell products when appropriate by making the necessary referrals to those who specialize in the bank's outstanding product line

MINIMUM QUALIFICATIONS

- High school diploma or equivalent
- Service/retail industry; banking experience, preferred
- Excellent verbal and written communication skills
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office