



PCSB

Contact Center Specialist, PT Creston

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

Attn: Dawn Loudon
PCSB Bank
P.O. Box 409
Creston, IA 50801
Careers@WeArePCSB.com

SUMMARY

The successful candidate will be a customer service and solution oriented team member. Primary responsibilities include handling routine financial transactions, assisting customers with ongoing account support, trouble-shooting for web and mobile delivery channels, and providing outstanding customer phone support. Reports to ITM & Contact Center Manager, 18.5 - 20 hrs/wk; Monday - Friday 3 - 6 p.m. and Saturdays 8 a.m. - 12 p.m.

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