



Contact Center Specialist Lenox

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

Attn: Kelly Freshour
PCSB Bank
210 N. Main Street
Lenox, Iowa 50851
careers@WeArePCSB.com

SUMMARY

The successful candidate will be an experienced customer service and solution oriented team member. Bilingual in Spanish and English preferred. Primary responsibilities include assisting customers with solutions and troubleshooting 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 - 6PM with rotating Saturdays from 8AM - 12PM.

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; bilingual in Spanish and English preferred
- Excellent telephone and interpersonal skills
- Good problem-solving, negotiation, and time management skills
- Proficient computer skills, including Microsoft Office