



SAUK VALLEY BANK
POSITION DESCRIPTION

Title:	Call Center Associate
Salary Range:	Based on Experience
FLSA:	Non-Exempt
Hours:	Monday – Friday 8:00 a.m. – 5:00 p.m., Saturday 8:00 – 12:00 p.m. (scheduled rotation)
Category:	Full Time
Reports To:	Operations Manager

SUMMARY

The Call Center Associate will be passionate about providing excellent customer service to both internal and external customers. There is a wide variety of products and services supported in the cell center area therefore, this position requires previous customer service, and ability to multitask as well as previous financial experience is preferred. You will primarily address and respond to customer calls and emails and provide additional assistance in Deposit Operations as needed.

ESSENTIAL DUTIES

1. Telephone customer service; responding to a wide variety of inquiries and/or refers inquiries to the appropriate department or person(s) and exhibiting the necessary follow through with customers and/or employees involved to ensure an excellent level of customer service is sustained.
2. Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values; accepts responsibility for own actions and comfortably multitasks utilizing technology to support customers.
3. Assisting in the Call Center with the completion of verifications, online banking resets/login, online banking/assistance, cash management, account maintenance request and other duties as assigned.
4. Assisting with ATM and debit card disputes fraud, as well as fraud monitoring.

SECONDARY DUTIES

The position of Call Center Associate performs other functions as assigned.

SUPERVISORY RESPONSIBILITY

The position of Call Center Associate is not responsible for the supervision of any employee(s).

ENVIRONMENT AND PHYSICAL ACTIVITY

The environment for this position is an open office that is mostly clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 30 pounds), carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks and constant interruptions.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED) with prior experience in customer service and preferred financial experience. Financial experience could consist of retail, operations and computer technical knowledge.
- Prior telephone customer service and banking experience is a plus.
- Excellent oral, written and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to deal with difficult problems involving multiple facets and variables in non-standardized situations, including multitasking.

- Intermediate computer operation skills; computer database, and word processing/spreadsheet software experience required.
- Ten key skills, filing both alpha and numeric skills
- Intermediate typing skills to meet production needs of the position
- Intermediate math skills
- Effective organizational and time management skills.
- Ability to work with general supervision while performing duties.
- Current Illinois driver's license and a vehicle with appropriate insurance coverage if required to drive in the course of performing assigned duties and responsibilities.

The incumbent must be able to perform this position safely, without endangering the health or safety to him/herself or others.

Sauk Valley Bank is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

Management reserves the right to change this position description at any time according to business needs.

02/04/2019