



Job Opening- Customer Contact Center Representative, Tonganoxie, KS

First State Bank & Trust is a community bank with locations in north-east Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We have a full-time job opening for a Customer Contact Center Representative at our location in downtown Tonganoxie. Hours are 8:00am-5:00pm Monday-Friday and every 5th Saturday from 8:30am-noon. The weeks that you work Saturday, you will work a “half day” on Thursday.

PREFERRED SKILLS

- Experience with general banking knowledge/terminology and banking platforms (mobile, online banking) preferred.
- Proficient typing and computer skills.
- Exceptional attendance record.
- Ability to accurately and efficiently navigate through computer programs.
- Excellent problem solving skills with the ability to multi-task.
- Ability to effectively handle and diffuse challenging situations based on reason for call and temperament of the caller.
- Professional and upbeat attitude that thrives in a fast-paced environment.
- Desire and ability to provide excellent customer service on every interaction.

SUMMARY

The First State Bank & Trust (FSB&T) call center operates at a high level and oversees various essential programs including Bill Pay, TransferNow, Zelle, Gift Cards, Debit Cards, Instant Issue Printers/Cards, Credit Cards, Mobile Wallets, Mobile Deposits, ATM Deposits, Debit Card Disputes, Business Online Banking, Retail Online Banking, Mobile Banking, Merchant Services, and Online Chat.

As a Customer Contact Center Representative, you will operate a multiline telephone system, answering incoming calls from all Bank locations, and directing or assisting callers as appropriate while delivering the highest level of customer service. Your role involves addressing customer questions, investigating account problems, and implementing changes to accounts as required for the products managed by the department. You'll assist customers and various bank locations with inquiries and maintenance, conducting research as necessary for the department's managed products.

Your responsibilities may also include:

- First responder for all incoming telephone calls.
- Maintaining a working knowledge of all departments to refer present and potential customers as appropriate.
- Performing tasks while observing appropriate security measures to prevent customer or bank losses.
- Provide personalized assistance to customers by explaining banking terminology, products, and services, ensuring a clear understanding of their options.
- Assist customers in setting up and navigating online and mobile banking platforms, addressing technical issues and promoting self-service options.
- Handle account-related inquiries, such as balance inquiries, transaction histories, and account statement requests, while maintaining accuracy and attention to detail.
- Collaborate with internal teams to address and resolve customer issues related to mobile banking, online transactions, and account access.

- Assist customers with account transfers, bill payments, and other transactions, ensuring proper documentation and adherence to security protocols.
- Conduct follow-up calls with customers to ensure their inquiries and issues have been resolved to their satisfaction.
- Provide guidance to customers on security best practices, such as creating strong passwords, recognizing phishing attempts, and safeguarding sensitive information.
- Proactively identify opportunities to enhance the customer experience and streamline processes within the call center.
- Stay informed about updates and changes to banking platforms, products, and services to effectively address customer inquiries.
- Maintain accurate records of customer interactions, including details of inquiries, solutions provided, and follow-up actions taken.
- Participate in training sessions to continuously develop product knowledge, customer service skills, and communication techniques.
- Collaborate with team members to share best practices, troubleshoot challenges, and contribute to a positive team environment.
- Uphold the bank's professional image by adhering to dress code, communication standards, and customer service guidelines.
- Responds to general inquiries regarding Cash Management and Merchant Capture products.
- Processes cardholder disputes and understands the Regulation E requirements and closely follows timelines and provides timely notification to customers and processes credits to customers, as necessary.
- Balances general ledger accounts related to Credit Cards, Merchant Services, Gift Cards and Debit Card disputes and posts daily settlement transactions.
- Processes personal and business Credit Card applications, performs maintenance as necessary, and provides customer service to both internal and external customers. Reviews a variety of credit card reports to maintain the Credit Card program, which may require contacting customers and locations, or processing changes to accounts.
- Analyze reports to monitor for fraudulent transactions on credit and debit cards taking appropriate action when necessary.
- Performs daily transmission of data for credit card reports.
- Completes activation notice for Gift Card orders received from Bank locations.
- Notifies appropriate locations of ATM problems as necessary.
- Monitors incoming customer e-mail and responds or forwards as appropriate.
- Processes verification of deposit requests.
- Provides general telephone functionality and technical support to locations.
- Promotes and cross-sells Bank products and services and refers customers to other Departments as appropriate to customer requirements.

If you are someone who thrives in a dynamic environment, possesses strong communication skills, and has a passion for delivering exceptional customer service, we encourage you to apply.

To apply e-mail your resume to kathyy@firststateks.com

www.firststateks.com

Equal Opportunity Employer