Job Opening- Customer Contact Center Representative, Tonganoxie

First State Bank & Trust is a community bank with locations in northeast Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We have a full-time opening for a Customer Contact Center Representative in Tonganoxie. Hours are Monday-Friday, 8:00am-5:00pm and every 5th Saturday from 8:30am-noon. Ideal candidate will have prior banking and excellent customer service skills.

SUMMARY

The Customer Contact Center Representative (CCCR) serves as a primary point of contact for customers and Bank employees by providing exceptional service and support through phone, email, and digital banking channels. This position is responsible for handling routine customer inquiries, account maintenance, debit card servicing, online banking support, mobile banking support, and other Customer Contact Center functions.

The CCCR develops a strong understanding of Bank products and services while following Bank policies, procedures, and security standards. This position focuses on delivering excellent customer service and building a solid foundation in Customer Contact Center operations and digital banking support.

Customer Service and Call Handling

- Serves as the first point of contact for incoming customer telephone calls.
- Determines the purpose of each call and assists the customer or routes the call to the appropriate department.
- Provides exceptional customer service while maintaining professionalism and confidentiality.
- Responds to customer inquiries and researches routine account questions.
- Processes customer requests including: balance inquiries, account maintenance requests, address and contact information updates, loan payment processing, stop payments, statement requests, check copy requests.
- Promotes Bank products and services and identifies referral opportunities.

Online and Digital Banking Support

- Assists customers with Retail Online Banking and Mobile Banking services.
- Performs password resets, account unlocks, and basic troubleshooting.
- Assists customers with navigation and functionality questions within digital banking platforms.

- Provides basic support for Bill Pay services.
- Provides basic support for Business Online Banking, including password resets, unlocks, and navigation assistance.
- Provides basic support for Cash Management services and refers complex issues appropriately.

Mobile Deposit Administration

- Reviews mobile deposits daily.
- Approves, rejects, or routes deposits according to established Bank procedures.
- Assists customers with general mobile deposit questions and troubleshooting.
- Maintains knowledge of mobile deposit acceptance and rejection guidelines.

Debit Card Services

- Assists customers with debit card-related inquiries.
- Processes debit card maintenance requests, including: card activation assistance, PIN requests, travel notifications, routine card maintenance.
- Performs basic debit card transaction research.
- Gathers information and completes initial intake for debit card disputes.
- Refers complex dispute cases according to department procedures.

Fraud Monitoring Support

- Identifies potentially fraudulent activity and follows escalation procedures.
- Assists with customer follow-up communications related to fraud alerts.
- Sends daily fraud alert follow-up communications to customers as assigned.

Merchant Services and Deposit Support

- Maintains basic knowledge of Merchant Capture products.
- Reviews pending Merchant Capture deposits requiring financial institution review.
- Refers advanced Merchant Capture inquiries to appropriate personnel.

Customer Correspondence

- Monitors and responds to customer inquiries received through Customer Contact Center email channels.
- Processes customer service requests received through designated inboxes for Department-managed products.

Credit Card and Gift Card Support

- Provides basic customer assistance for credit card accounts, including: balance inquiries, transaction research, payment assistance.
- Refers customers to Personal Bankers for new credit card applications.
- Provides customer assistance for gift card products.
- Processes gift card activations from approved requests.
- Assists with monthly gift card audits.

Administrative Responsibilities

- Completes Verification of Deposit requests.
- Performs assigned reconciliations accurately and within established deadlines.
- Maintains records and documentation in accordance with Bank procedures.
- Participates in Department testing activities related to new products, services, and system implementations.
- Attends Departmental meetings and training sessions as required.

For consideration, please submit your resume to kathyy@firststateks.com or stop by any of our locations and complete an Application.

Equal Opportunity Employer