



TMB
THE MILFORD BANK

Position
Department
Salary Grade

Call Center Service Representative
Call Center
7

Under the direct supervision of the Call Center Service Representative Supervisor and the overall direction of the Branch Administrator, resolves customer questions, complaints and requests via the telephone or e-mail in conformance with established policies, procedures and guidelines. Requires a working knowledge of Bank products and services to provide optimum service and effectively meet customer needs. Initiates opportunities to identify unmet customer financial needs and offers solutions that will benefit the customer. Successfully completes initial and on-going training programs, including on-line courses, to maintain a comprehensive understanding of pertinent topics as the Bank deems necessary from time to time.

Primary Responsibilities

- 1) Performs any functions necessary, within scope of authority and expertise, to provide the highest possible level of customer service and to increase the productivity and profitability of the Bank.
- 2) Maintains high ethical standards while performing all duties in accordance with internal policies and procedures and within prescribed legal, regulatory and compliance guidelines.
- 3) Makes the customer call a pleasant and unique experience.
- 4) Quickly and accurately processes item transactions and other requests from customers. Utilizes automated system to log and retrieve information.
- 5) Works diligently to resolve problems in an emphatic and "one stop" fashion, confidently identifying solutions. Escalates difficult customer situations to the appropriate party.
- 6) Initiates referrals of Bank products and services.
- 7) Works with supervisors and other employees as needed to complete non-transaction tasks at the bank.

Other Responsibilities Include

- 8) Operates as a team player to perform related duties to ensure the success and ongoing effectiveness of Call Center operations and branch functions.

The above is a description of the ordinary duties of the position. It should be expected that from time to time other duties, both related and unrelated to the above, may be assigned and, therefore, required.

Position Requirements

- High school diploma or equivalent is required; a minimum of 1-2 years of previous relevant experience preferred.
- Effective verbal and listening skills required to provide courteous and professional customer service at all times, even when handling difficult calls or requests.
- Organizational skills required to perform multiple tasks in a fast-paced environment.
- Must develop and maintain working knowledge of bank products and services. Aptitude for cross-selling is essential.
- Able to effectively utilize various types of office equipment, including a computer terminal and a telephone. Effective PC skills required, including electronic mail and company systems.

Supervisory Scope

None