



Customer Experience Specialist

Employer

RCB Bank
2019 N Summit
Ark City, KS 67005

Position Information

Position Type: Full-time and Part-time

Work Location: In person

RCB Bank has been a responsible employer since 1936, standing firm on moral and ethical principles as a bank and as an inclusive employer while fulfilling our commitment to excellence. Operating with values such as integrity, respect, sincerity, and honor, RCB Bank is an equal opportunity employer, striving to hire diverse employees who meet high standards of character, education, and occupational qualifications. RCB Bank is dedicated to building Relationships, contributing to our communities, and embracing our Boldness! With over 60 locations, RCB Bank offers a variety of excellent career opportunities in Oklahoma and Kansas. We offer full-time and part-time opportunities along with a comprehensive benefit package (eligibility requirements apply).

POSITION SUMMARY:

Provides customer service via the telephone for routine inquiries and concerns from customers and branches regarding banking products and financial services.

ESSENTIAL FUNCTIONS:

- Assist customers and branches with inquiries by electronically retrieving information regarding the customer account and transactions in question while following Bank, regulatory and legal compliance requirements.
- Effectively assist customers and branches with concerns and/or difficult problems while working toward resolution and referring to supervisor/manager as needed.
- Work to achieve continued satisfaction and retention of existing customers by promoting and educating them relative to products that will further benefit their banking experience with RCB Bank.
- Navigate a computerized system of tracking, information gathering and/or troubleshooting while analyzing problems quickly, leading conversations toward logical conclusions and clearly defining solutions for customers.

- Assist customers and branches needing technical assistance with all Bank related business products such as ACH/Cash Management, Remote Deposit, Merchant Services, etc.
- The following levels are assigned based on knowledge and skill level.
 - Level 1 (Account Inquiry, Funds Transfers, Online Banking Password Resets, IVR Password Resets)
 - Level 1 (ATM Checkcard Information, Stop Payments, Verify Funds, Transaction Research)
 - Level 1 (Card Research (Limit Increases and Foreign Exemptions), Check Orders, Disputes (ACH and Card) Forgeries and Fraud)
 - Level 1 (Loan Payments and Payoffs, Fresh Start Agreements, Smart Payment - Loans, Wire Transfers)
 - Level 2 (New Account Information, Rewards Account Information and Qualifications, Quote Interest Rates (DDA, SAV, CD and IRA), Bounce Protection and Reg-E (Enhanced Bounce))
 - Level 3 (Cash Management, Troubleshoot Customer Issues – NetTeller, IVR, Merchant Services, Bill Pay Questions and Issues Mobile Deposit, MFA-Multifactor)
 - Level 4 (ACH Limit Increases, ACH Reversals, Online Banking Fraud, Emails/Reports that are assigned to the Call Center)
 - Level 5 (Training for Agents, Agent Testing, Assisting on the Floor) Management can assign or reassign duties and responsibilities to this job at any time as needed. Call Center Representatives will be required to work a minimum of (1) year in the Call Center before posting for positions outside the department.

EXPERIENCE REQUIRED:


- One (1) year of customer service experience. Call Center experience preferred.

EDUCATION, CERTIFICATIONS & TRAINING:

- High school diploma or GED required.

JOB SPECIFIC SKILLS & KNOWLEDGE:

- Strong telephone, reading comprehension and communication skills, both verbal and written.
- Strong customer service skills to assist customers with ease and communicate with professionalism and care.
- Strong analytical and problem solving skills with ability to make decisions independently.
- Must possess a can-do attitude in order to look for positive solutions to customer and department situations.
- Knowledge of various banking and cash management products and systems.
- Ability to work in a fast-paced phone environment.
- Ability to multitask while taking phone calls, chat sessions, emails etc.
- Typing ability.
- Strong client focus with excellent problem solving and decision making skills.
- Positive attitude and ability to work well in a team environment.

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- Proficient in applicable computer systems (Microsoft Word, Excel, PowerPoint, Outlook and Internet Explorer).

Application Instructions:

To be considered for an interview - please complete an application on: RCB.Bank.com/Apply for a Job/ look for the position by title or location.

