

OZARK BANK JOB OPPORTUNITY

Job Title: Full-Time Call Center Banker
Location: Business 14 – 1509 W. Jackson, Ozark

SUMMARY:

Responsible for providing a positive customer experience, through accurate, professional and exceptional service. The primary function will be conducting banking transactions through the use of video and telecommunication equipment, specifically Interactive Teller Machines (ITMs). This position will build relationships with video banking customers and identify sales opportunities including new accounts, cross sell of existing products, and loan opportunities. The employee should be technically savvy, proficient at multi-tasking, and have knowledge of all retail products and services while having a focus on customer satisfaction and retention.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Maintain a positive, confident, friendly and professional attitude and appearance being cognizant that actions, gestures and facial expressions are being transmitted by video.
2. Provide friendly and positive assistance to customers and enhance customers' interactive experience via the video banking function of the ITM.
3. Facilitate ITM transactions for customers by providing step-by-step guidance through the ITM process and consistently adhering to approved scripting.
4. Build customer relationships, provide outstanding customer service, answer customer inquiries and cross-sell bank products and services.
5. Maintain a positive, confident, friendly and professional attitude and appearance being cognizant that actions, gestures and facial expressions are being transmitted by video.
6. Work with multiple software programs concurrently to complete transactions, and communicates with more than one person simultaneously.
7. Verify receipt and payouts on cash transactions, handle negotiable items, loan payments, deposits, withdrawals and transfers utilizing the Teller Now software and Core Director Memo Posting on all transactions.
8. Set up, close and balance teller station via interactive teller machine (ITM). This includes running and submitting system reports.
9. Daily completion of day-end processing including initiating the day-end sequence.
10. Follow limits established for protection of customer accounts and bank safety and soundness. Adhere to bank policies and procedures.
11. Perform account maintenance such as name and address changes, stop payments, holds, close accounts etc.
12. Be knowledgeable in personal checking, saving, and CD accounts offered by Ozark Bank.
13. Be familiar with Shazam access, PIN reset, and transaction history. Assist customers in completing debit card applications and hot carding Debit Cards when appropriate. Knowledgeable with Reg E in order to complete appropriate and accurate paperwork in a timely manner.

14. Foster cooperation and team work with all coworkers. Model a consistently positive interaction with internal and external customers to foster wide acceptance of the culture of TOD.
15. Responsible for keeping up to date on federal and state regulations and BVS training.
16. Follow and adhere to security procedures, during shift and branch opening and closing procedures.
17. Perform any other related duties as required or assigned.

SKILLS/EXPERIENCE/KNOWLEDGE:

- Call Center experience
- Customer service and sales experience
- Position is based on video interaction, which requires being comfortable, professional, and friendly on camera with customers and adhering to scripted communication.
- Excellent interpersonal, communication, and customer service skills.
- Mental alertness and adaptability to office and work routines.
- Knowledge of deposit operations and electronic banking practices and procedures.
- Knowledge of banking products and services.
- Knowledge of check, ACH, and wire file processing.
- Proficient in the use of Microsoft Office products.
- Ability to utilize other appropriate computer software applications.
- Ability to organize, multi-task, prioritize, and work in a fast-paced environment with excellent attention to detail
- Ability to work both independently and as a team.

WORKING HOURS

- Monday – Friday 6:45 a.m. – 3:00 p.m., and every other Saturday from 7:45 a.m. – Noon.