



POSITION DESCRIPTION

TITLE:	Customer Experience Supervisor	CATEGORY:	Full-Time
FLSA:	Exempt	LOCATION:	Camdenton
SEGMENT:	Call Center	REPORTS TO:	Customer Experience Manager
SHIFT:	Monday-Friday: 8:00 a.m.-5:00 p.m. After Hours On Call is Possible	DATE:	August 29, 2024

SUMMARY

The position of Customer Experience Supervisor is responsible for supervising a team of call center agents that assist customers with a wide range of banking needs. The supervisor is responsible for managing team metrics, providing regular coaching and feedback, and assisting with escalated customer service and technical issues. The supervisor is expected to maintain open and effective communication with the management team and agents to promptly resolve issues and promote professional development. Supervisors will be expected to provide primary phone support to assist with call volume.

Assures compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

ESSENTIAL DUTIES

- Ensures and provides product support for customer inquiries received via the telephone, internet, instant message, e-mail, or self-service systems.
- Assesses and ensures the nature of product and service issues is resolved, including basic and complex support problems. Questions and issues will vary depending on the product supported.
- Assists and may oversee new account set up and performs maintenance for existing accounts. Assists customers in validating accuracy of account data.
- Assures system security by verifying customer information prior to performing password resets, according to the company's standard security requirements.
- Maintains the log of product issues for product improvement and escalates issues as needed.
- Follows escalation procedures to ensure complex support issues are resolved.
- Communicates the customers's needs and/or expectations to the appropriate personnel.
- Maintain high quality assurance and all other metrics.
- Open and/or update new or existing consumer and business accounts, safe deposit boxes, and C.D.'s with minimal to no errors and complying with all account policies and procedures.
- Ensure customer accounts are up to date with the latest, most accurate information.
- Must have knowledge of all products and services the Bank offers.
- Assist customers and potential customers in selecting the appropriate Bank product or service for their needs.
- Maintain good customer relations and refer customers to the appropriate Bank staff for new services.

- Lead a team of employees and run an office with a degree of independence.
- Work cases, support back end and front end operations
- Have a degree of knowledge in telephony/telecom support.
- Contribute to a positive team environment through the department, branch, and bank.
- Perform other duties and/or projects as assigned by management.
- Treats people with respect, keeps commitments, Inspires the trust of others, works ethically and with integrity, upholds organizational values, and accepts responsibility for own actions.
- Demonstrates knowledge of and adherence to EEO policy, shows respect and sensitivity for cultural differences, educates others on the value of diversity, promotes working environment free of harassment of any type, and builds a diverse workforce and supports affirmative action.
- Follows policies and procedures, completes administrative tasks correctly and on time, supports the Bank's goals and values, and benefits the Bank through outside activities.
- Performs the position safely, without endangering the health or safety to themselves or others and will be expected to report potentially unsafe conditions. The employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

SECONDARY DUTIES

The position of Customer Experience Supervisor performs duties specific to the position and other functions as assigned.

SUPERVISOR RESPONSIBILITY

The position of Customer Experience Supervisor is responsible for the supervision of employee(s).

ENVIRONMENT AND PHYSICAL ACTIVITY

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.

The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 10-20 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching.

The incumbent for this position may operate any or all of the following: telephone, cellular telephone, beeper, copy and fax machines, adding machine (calculator), check protector, microfilm equipment, encoder, money counter, credit card terminal, typewriter, computer terminal, personal computer and related printers.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must be able to accommodate to reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, multiple concurrent tasks, and constant interruptions.

MINIMUM REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this position. The requirements listed below are representative of the knowledge, skill and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

- High school diploma or general education degree (GED) and **2+** years of call center management and/or operations support experience. Work related experience should consist of a call center customer service background. Educational experience, through in-house training sessions, formal school, or financial industry related curriculum, should be business or financial industry related.
- Previous leadership experience.
- Bilingual is preferred, but is not required.
- Basic experience, knowledge and training in branch operation activities, terminology, and products and services.
- Basic knowledge of related state and federal banking compliance regulations, and other Bank operational policies.
- Basic skills in computer terminal and personal computer operation, mainframe computer system, word processing and spreadsheet software.
- Basic typing skills to meet production needs of the position.
- Basic math skills: calculate interest and balance accounts, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, locate routine mathematical errors, count currency, coin and negotiable instruments in a timely manner.
- Effective verbal, written, and interpersonal communication skills with the ability to apply common sense to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to deal with routine problems involving multiple facets and variables in standardized situations.
- Good organizational and time management skills.
- Ability to work with general supervision while performing duties.
- Current **STATE** driver's license and a vehicle with appropriate insurance coverage if required to drive while performing assigned duties and responsibilities.

Management reserves the right to change this position description at any time according to business needs.

