



**Job Posting
Client Support Specialist
One Community Bank**

One Community Bank is searching for a dynamic and highly motivated person to fill our full-time Client Support Specialist position. Qualified candidates interested in working at a growing community bank should submit their cover letter and resume by email to:

Talent, careers@onecommunity.bank

Summary:

Customer service begins with exceeding customer expectations. This position works with more customers on a daily basis than any other role in the bank using enhanced technology versus traditional processes. They believe in the importance of making a difference in the community where they live and work. They embrace change as an essential function of growth and seek out opportunities to improve everything you touch.

Essential Duties and Responsibilities include the following:

- Respond to customer's inquiries by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card accounts, online and mobile banking
- Researches and solves customer's problems
- Recognizes opportunities to recommend bank products and services
- Hold financial conversations with clients and prospects to determine needs
- Open a variety of products and services
- Understands and utilizes the bank's products and services
- Represent the bank in community activities and organizations
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessitated by business demands.

Required Qualifications / Skills / Abilities:

- At least 1 year of banking experience
- Experience in personal banking is preferred, but not required
- Ability to display an engaging tone of voice, positive attitude, and effective communication style through phone, email and online chat
- Uses knowledge of operating and security procedures in order to make on-the-spot decisions, including exceptions, adjustments and overrides within guidelines.
- Strong organizational skills
- Works independently

- Ability to proficiently perform a wide variety of tasks with a strong attention to detail
- Solve customer questions and concerns with warmth and a collaborative spirit
- Excellent problem solving and interpersonal skills
- Knowledge of rules, regulations, policies and procedures in the financial services industry