



Job Posting
Universal Client Support Specialist
One Community Bank

One Community Bank is searching for a dynamic and highly motivated person to fill our full-time Universal 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:

Client service begins with exceeding client expectations. This position works with more clients on a daily basis using enhanced technology versus traditional processes. They believe in the importance of making a difference in the community where you live and work. Change is embraced as an essential function of growth and opportunities are sought out to improve everything they touch.

Essential Duties and Responsibilities include the following:

- Processes all banking transactions via video conferencing through an ITM (Interactive Teller Machine)
- Respond to client'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 client's problems as time permits
- 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 Bank 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:

- Teller Experience is preferred, but not required
- Knowledge of rules, regulations, policies and procedures in the financial services industry
- Ability to display an engaging, on-screen presence, positive attitude, and effective communication style through video conferencing

- 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 client questions and concerns with warmth and a collaborative spirit
- Cash handling experience preferred
- Excellent problem solving and interpersonal skills