



Job Posting Senior Client Support Specialist

We are searching for dynamic and highly motivated individual to fill our full-time Senior Client Support Specialist role. Successful candidates will be someone with who has experience in banking and lending. Qualified candidates interested in working at a growing community bank should submit their cover letter and resume or application by email to:

Talent at careers@onecommunity.bank

Essential Duties and Responsibilities include the following:

- Respond to client's inquires by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card accounts, online and mobile banking
- Ability to process and approve consumer loans
- Act as a department leader in the absence of management
- Researches and solves client's problems
- Recognizes opportunities to recommend the bank's 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

Required Qualifications / Skills / Abilities:

- At least 3 years of banking experience
- Experience in personal banking and lending is required
- NMLS License
- 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