



## Job Posting Assistant Manager – Client Contact Center

One Community Bank is seeking a **Assistant Manager – Client Contact Center** to join our team in **McFarland, WI**. Interested candidates should submit their resume or application to Talent at [careers@onecommunity.bank](mailto:careers@onecommunity.bank).

A modern, progressive and forward-leaning bank focused on serving our clients, supporting our colleagues and investing in our communities. The one bank that's different from other banks. We began as a single location serving the Oregon, Wisconsin, community back in 1976. Since then, **One Community Bank** has grown to serve 10 locations in Oregon, Adams, Grand Marsh, McFarland, Middleton, Oxford, Stoughton, Sun Prairie, and Waunakee. Come grow with One Community Bank! **We have been voted Best Place to Work four years in a row!**

### Summary:

Client service begins with exceeding client expectations. This position is responsible for the daily administration and leadership of the Client Contact Center in the Director's absence. This department works with more clients 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 also embrace change as an essential function of growth and seek out opportunities to improve everything you touch.

### Essential Duties and Responsibilities of Assistant Manager – Client Contact Center include the following:

- Serve as mentor/advisor to staff members
- Promotes the sales and service culture through coaching, guidance and staff motivation in a call center and ITM environment
- Assists the Director in achieving individual and department goals through sales, referrals and retention of account relationships
- Guides associates through complex transactions with an emphasis on assisting in their development
- Monitor and evaluate the performance of department associates on an ongoing basis to ensure quality work and delivery of extraordinary client service
- Bring issues and recommendations to attention of the Director
- Assist Video Bankers as needed in processing all banking transactions through an ITM (Interactive Teller Machine)

- Assist the Universal Client Support Specialists as needed responding to client's inquiries in fast paced call center environment by phone, email or on-line chat relating to all deposit, safe deposit, loan, debit card, and electronic banking products and services.
- Assist Director in all essential debit card servicing activities
- The duties and responsibilities described are not a comprehensive list. Additional tasks may be assigned as necessitated by business demands.

**Desired Qualifications / Skills / Abilities of Assistant Manager – Client Contact Center:**

- High School Diploma or GED
- NMLS License
- At least 5 years personal banking experience, preferred
- At least 2 years of supervisory experience, preferred
- Knowledge of rules, regulations, policies and procedures in the financial services industry
- Strong problem-solving skills

**Benefits Include:**

- 401(k), 401(k) matching
- Health Insurance (Choose from 5 plans)
- Dental insurance
- Flexible spending account
- Life insurance and Universal Life Insurance
- Long-term and Short-term Disability Insurance
- Paid time off
- Vision insurance
- Pet Insurance
- Wellness Program