



Position | Customer Support Specialist

Classification | Non - Exempt, Full-Time

Posted | 03/21/2019

Location | Albuquerque, NM

Summary

The Customer Support Specialist position interacts with both Internal and External customers via inbound calls, outbound calls, and/or through online banking chat interface depending upon client requirements. This position provides customer service support and resolution of daily banking situations pertaining to bank related products or services. In addition, the Technical Customer Support Specialist will provide Help Desk support to bank personnel ensuring personnel is able to access necessary systems within the branches.

Essential Functions

- Manage large amounts of inbound calls and internal transfers in a timely manner.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Resolve customer inquiries by phone, chat or email, using clear communication.
- Learn and utilize specific bank systems and problem solving strategies to resolve customer matters in a timely, avoiding repeat calls.
- Excellent analytical, problem solving and interpersonal skills to deliver high customer satisfaction.
- Detail oriented, the ability to properly document and create customer call notes in a computer system using multiple screens of data.
- Ability to work in a team environment.
- Must possess basic computer skills including MS Office Suite.

Competencies

- Comply with bank regulations; maintain above average performance in all areas of compliance
- Effective/strong written and verbal communication skills
- Ability to deliver a high level of responsiveness and "above average" customer service to external/internal customers
- Strong Analytical Skills



Required Education and Experience

- High School Diploma or GED
- Customer Service experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change depending on qualifications.