

JOB POSTING NOTICE



POSITION: Customer Care Representative

LOCATION: Sulphur Springs, TX

SCHEDULE: Monday - Friday 11:00 am - 7:00 pm
(ability to cover all shifts as needed; 8:00 am - 5:00 pm)

POSITION PURPOSE

This position is responsible for performing tasks associated with all types of customer transactions via telephone, fax, mail, and e-mail. Promotes team participation throughout the department and organization. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

SKILLS, KNOWLEDGE, AND PHYSICAL REQUIREMENTS

- Personify Alliance Bank's mission statement of *The best in all we do*.
- Ability to read, write and speak the English language, bilingual helpful.
- Two (2) years of experience in banking, a call center environment, a job-related field of study; or a combination of education and experience providing equivalent knowledge.
- Ability to handle telephone calls to communicate effectively with proper grammar and telephone etiquette.
- Must possess excellent interpersonal communication skills and have the ability to deal with and respond to employees, customers, third-party vendors, and salespersons with tact, diplomacy, and a sense of urgency.
- Ability to solve problems by considering multiple solutions to the same problem or multiple methods of arriving at a solution.
- Ability to communicate, solve problems, work in a group, and promote cooperation within the group.
- Working knowledge of all banking applications to assist other bank employees.
- Ability to operate basic office equipment including a PC with job-related software.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Schedules are prepared based on business need and subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
- Office setting with moderately varied desk-oriented activity.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Promotes Alliance Bank's culture through all interactions modeling the Alliance Bank way of Customer Experience.
- Assists customers with monetary and non-monetary transactions, including transactions such as general account inquiries, transfers between accounts, withdrawals by check, stop payments, and account changes.
- Analyzes and resolves account discrepancies or customer concerns to a certain extent.
- Responds to customer requests and questions about product and service information by telephone, fax, mail, and e-mail, including questions about accounts, loans, plastic cards, Internet banking, website, and bill pay service.
- Uses a computer to access specialized databases for information, referrals, and research requests.
- Perform certain debit card functions such as limit increases, travel notifications, adding cards to the warning bulletin, etc.
- Maintains knowledge of current promotions, products, and services.
- Acts as a customer advisor for the bank, uncovering, understanding, and acting upon financial cues to meet the customers' needs.
- Review and approve mobile and ATM deposits.
- Establish, retain, and deepen relationships with banking center customers and potential customers to achieve sales goals and provide quality customer service.
- Keep updated on all Alliance Bank policies and procedures pertaining to this position.
- Attendance and punctuality a must.

This is a summary of the requirements and essential functions.
The full job description is available upon request.

Qualified applicants should submit a resume to HR@Alliancebank.com.



AN EQUAL OPPORTUNITY EMPLOYER