

Assistant Customer Solutions Center Manager



*Salary Grade:
Non-Exempt*

JOB TITLE: Assistant Customer Solutions Center Manager

DEPARTMENT: Retail Administration

REPORTS TO: Corporate Officer, Customer Solutions Center Manager

Position Summary: Responsible for assisting the CO, Customer Solutions Center Manager in the effective day to day delivery of the Bank's products and services via the Solution Center delivery channel. Leads the team to ensure Dime Bank's customer's consistently receives an exceptional service experience. Handles customer requests, inquiries and complaints. Plays a key role in solidifying the Bank's position of becoming our customer's primary financial institution, by maximizing opportunities to sell products and services to customers while providing outstanding customer service to build customer satisfaction, loyalty and depth of relationship.

Supervises: Customer Solutions Center Agents

Essential Functions:

- Delivers outstanding service to both internal and external customers that meets or exceeds the Bank's service goals.
- Responsible for performing a broad variety of customer requests received over the phone and internet.
- Provides information relative to The Bank's accounts, products and services, and processes requests within scope of knowledge and authority.
- Resolves customer discrepancies with all products and services in a timeframe pre-determined by the standards established by the Bank. Handles customer escalations with a sense of urgency.
- Manages daily activity of the Customer Solutions Center staff.
- Regularly interfaces with other departments to research and resolve customer problems and disputes in a timely and effective manner, maintaining customer satisfaction whenever possible
- Provides an excellent customer experience by relating well to the customer, thinking and exercising sound judgment and acting responsibly in the customer's and Banks best interests.
- Maintains record of all calls, sales and other necessary data for report generation and follow through.
- Monitors Customer Solutions Center sales and service standards and reports such on a continual basis.
- Evaluates agents' performance on a consistent basis.
- Motivates and coaches staff accordingly to attain department goals.

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- Participates in annual performance evaluation for Customer Solutions Center Agents.
- Assists the CO, Customer Solutions Center Manager with the monthly schedule.
- Monitors Customer Solutions Center call queue and tracks call volumes to identify peak times and manage the abandon rate and wait times.
- Ensures that the department adheres to security standards through policies and procedures.
- Ensures compliance with all Bank policies, internal controls, and state and federal government regulations. Particular emphasis on BSA related regulations, such as U. S. Patriot Act, OFAC, CIP and Anti Money Laundering where appropriate.
- Performs other related duties as assigned.

The above duties may not be all inclusive. The incumbent may be asked or required to perform other work as time and abilities allow.

Education and/or Experience

Requires a Bachelor's degree in a related field of study or parallel experience in banking and adherence to the bank's training policies and requirements. Strong knowledge of financial products and services, sales and sales-management techniques, and banking regulations.

- Previous supervisor or management experience preferred
- Exceptional customer service, including customer relationship building and product and services sales and referral skills
- Excellent communication and leadership skills, and a demonstrated ability to interact well with all levels of personnel
- Ability to prioritize, handle multiple tasks, and work independently
- Prior experience in a call center/sales and customer service environment preferred Must have a high degree of technical aptitude and must be able to communicate technical information to non-technical users
- Ability to troubleshoot and resolve advanced technical issues for end users
- Strong organizational skills and attention to detail
- Ability to work well under pressure in a fast paced environment
- Ability to effectively communicate both verbally and orally with other employees and outside entities

Physical Demands and Condition Requirements:

- General office environment.
- Requires standing and/or sitting for extended periods of time.

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.