

## Customer Solutions Center Manager



*Salary Grade: 10  
Exempt*

**JOB TITLE: Customer Solutions Center Manager**

**DEPARTMENT: Retail Administration**

**REPORTS TO: SVP Retail Banking and Sales**

**Position Summary:** Responsible for managing the effective day to day delivery of the Bank's products and services, via alternative delivery systems, to potential and existing customers to maximize profitability, competitiveness, and growth of the Bank. Develops and expands department sales and objectives consistent with corporate goals, while complying with the Bank policies and regulatory requirements. Develops and motivates department personnel to provide quality customer service, maintaining a positive image of the Bank in the community. Handles customer requests, inquiries and complaints. Works to maximize sales opportunities and deepen customer relationships.

### **Essential Functions:**

Under the direction of SVP, Retail Banking and Sales, supervises all aspects of Customer Solutions Center operations.

- Implements and reviews call center policies and procedures. Develops and monitors call center service and sales standards and reports such monthly.
- Responsible for supervision and performance of the Solution Center Agents, to include hiring, training & fulfillment, coaching, and conducting performance evaluations.
- Familiar with call center concepts, practices and procedures constantly focusing on improving customer experience and deepening customer relationships.
- Maintains a motivated and high-powered sales force.
- Develops sales plans in direct support of the Bank's goals and objectives. Works to attain all goals and objectives. Motivates and coaches staff accordingly to attain department goals.
- Tracks and reports the department's activities to SVP, Retail and Sales Banking.
- Responsible for all aspects of ACD lines and customer queues and provides recommendations for enhancements focusing on providing "customer friendly" systems.
- 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.

## **Customer Solutions Center Manager**

- Evaluates potential needs of customers and provides recommendations to SVP, Retail Banking and Sales of new or enhanced products/services.
- Attends educational programs and meetings internally and externally
- Communicates the Bank's policy/procedure and mission to the staff through regular department meetings.
- Ensures a continued high quality of service to internal and external customers.
- Resolves customer inquiries, problems or complaints requiring a higher-level authority.
- Actively participates in community service and consistently represents Dime Bank in a professional manner.
- Assists Customer Solutions Center Agents as needed

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

### **Knowledge, Skills, Requirements:**

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
- Adhere to compliance of all applicable Federal and State bank regulations, as well as Dime Bank policies and procedures
- 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

### **Physical Demands and Condition Requirements:**

- General office environment

### **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.