



JOB DESCRIPTION

JOB TITLE:	Call Center Associate (Fidelity Direct)	JOB GRADE:		FLSA:	Exempt
BRANCH/DEPT:	Deposit Operations	REPORTS TO:	Fidelity Direct Lead	REV. DATE:	09/14/12

SUMMARY:

This position performs as part of the Fidelity Direct team (Call Center) and provides exceptional service and response to internal associates calling and emailing Fidelity Direct for assistance. This position provides service support to Fidelity Bank clients initiating contact via the Call Center, which may involve questions regarding products, online support and their accounts. This position communicates directly with clients, as well as internal customers, to effectively resolve issues, questions and service requests. This position is responsible for client satisfaction and retention through accurate and thorough processing and efficient problem solving.

REQUIREMENTS:

- High School diploma
- Prior banking experience required (preferably branch and/or operational experience)
- Must be proficient in advanced computer skills, including, but not limited to Microsoft Office, Access, etc
- Must be an excellent problem solver
- Must have good oral and written communication skills
- Must be able to prioritize tasks, multi-task and manage time efficiently



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PRINCIPLE ACCOUNTABILITIES:

- Maintain a professional and pleasant manner under pressure
- Maintain up to date knowledge of all Bank services and products
- Proactive teamwork and cooperation
- Adhere to established service level and quality assurance metrics
- Excellent customer service skills including ability to handle difficult customer situations
- Excellent communication and listening skills
- Ability to handle detailed documentation
- Set up new personal and small business online banking accounts.
- Perform maintenance for branches on deposit accounts, debit cards and online banking.
- Assist with various projects assigned by supervisor.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Affirmative Action/Equal Opportunity Employer