

Contact Center and Digital Banking Manager – West Bend Downtown

Position Description

Westbury Bank is currently looking for a highly motivated Contact Center and Digital Banking Manager. The Contact Center and Digital Banking Manager will oversee the daily operation of the Contact Center, including digital banking technologies, to ensure the highest level of service and support. The responsibilities will include developing and coaching staff, leading implementation of remote banking technologies, maintaining procedures, and training of internal personnel, while promoting a positive and supportive atmosphere.

Job Responsibilities

- Oversee daily management of the Contact Center Representatives' tasks and operations including scheduling, managing PTO requests, development and motivation of personnel, and resolving employee issues.
- Ensure optimal department efficiencies and staffing levels, using metrics to measure and report on the performance of the staff individually and of the department.
- Establish clear guidelines for uniform service, addressing issues in a timely manner, and coaching staff to expectations.
- Effectively resolve complex or non-routine customer support issues while providing superior customer service
- Create, implement, and maintain clear, easily understood procedures for new or existing processes or technologies.
- Accountable for compliance and risk management within the department, including customer identification, implementation, and inspection of internal controls, and ensuring staff compliance with federal banking regulations.
- Maintain a thorough understanding of Westbury Bank products and services, and a general understanding of competitor's products and services.
- Seek to improve department and bank by identifying obstacles and inefficiencies and offering ideas or solutions to overcome them.
- Lead in discovery, research, implementation, and training of digital banking technology, presenting recommendations and proposals.
- Serves as a liaison between the Contact Center and other departments within Westbury Bank
- Work directly with the core during project implementation or routine troubleshooting
- Backs the Contact Center team as needed.
- Support Westbury Banks community involvement and volunteer opportunities

Qualifications/Experience

A minimum of 3 to 5 years banking experience preferably in a management and call center position. Previous experience with implementation and administration of digital banking technologies. Understanding of banking regulatory matters and procedures for proper operation. Ability to perform various banking procedures and operations. Applicants should have excellent communication skills, good analytical skills and be proficient with Microsoft Office Suite.

Employee Benefits

In appreciation of your hard work, Westbury Bank offers a variety of benefits and other perks including:

- Paid Time Off
- 10 Paid Holidays
- 401(k) with competitive company match
- Medical, Dental, & Vision Insurance
- Company paid Life & Disability Insurance
- Employee Discounted Loan Rates

Job Location

West Bend (200 S. Main Street)

Position Type

Full Time

To be considered for this exciting opportunity, click [here](#) to complete an online application.

Email resumes to Human Resources: careers@westburybankwi.com

Westbury Bank is An Equal Opportunity Employer/Minority/Female/Disabled/Veteran