Contact Center Representative – West Bend Downtown Office

Job Description

Westbury Bank has an opening for a full-time Contact Center Representative. This position is part of a team that builds trust and strengthens customer relationships through knowledgeable, efficient, accurate and friendly interactions while adhering to bank policies and procedures. The Contact Center Representative role is responsible for handling all inbound and outbound calls, emails, and chat communications consistently and professionally**.** This position requires exceptional customer service skills, especially over the phone, and the ability to remain professional and composed under pressure. Prior knowledge of banking operations is preferred.

Job Responsibilities

- Deliver superior customer service in all interactions
- Protect and verify the identity of each caller, reviewing account for alerts and irregularities prior to releasing private information
- Actively resolve any customer concerns, including but not limited to accounts, debit cards, electronic banking, and payments
- Respond to fraud promptly, following procedures and regulations
- Strong understanding of Westbury Bank products and services and the ability to troubleshoot and/or educate customers about the benefits
- Unlock/reset online banking passwords in accordance with bank procedures
- Perform debit card maintenance as needed, including locking/unlocking, placing travel notifications, and ordering cards
- Follow-up with customers as needed to resolve all requests
- Maintain an awareness of fraud trends and ask appropriate questions to help protect customers and the bank from scams or loss
- Participate in the development and implementation of new products and services, including digital banking.
- Willingly assist other departments as needed
- Adhere to all policies, procedures, and regulatory banking requirements
- Work with the Retail Support Department on duties related to mobile deposit

Employee Benefits

Westbury Bank offers a comprehensive and high-quality of benefits to support you throughout your career. Our offerings include:

- Paid Time Off
- Up to 10 Paid Holidays annually
- 401(k) with competitive company match
- Medical (ICHRA), Dental, & Vision Insurance
- Company paid Life & Disability Insurance

Job Location

West Bend – 200 S Main Street

Position Type

Full Time; up to 2 Saturday mornings per month

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