

Customer Service Director Job Description

Manage all retail banking business (excluding retail loans) building a sales and service team in all branches that is focused on the following:

- Customer experiences that meet or exceed customer expectations
- Clear expectations that service excellence is a priority
- Approaching each work day with energy and motivation
- Goals, expectations, and daily observations and coaching
- Taking the initiative to see that business flows smoothly
- Relationship building with every customer opportunity
- Immediate customer greetings, always taking note & quickly communicating with customers
- Knowledge of all products, services, policies & procedures
- Accuracy and efficiency

Make yourself accountable to know all aspects of the job (retail and business deposit-related products, services, pricing, systems, compliance, policies, and procedures) and take the initiative to be involved with all aspects of the various roles that you manage. Identify staff weaknesses with knowledge of banking products, services, and applicable regulations. Work with Chief Operating Officer to define a list of training priorities.

Oversee the staffing schedule and appropriate documents related to staffing that report to this position.

Work with the Business Banker to make joint business development calls. Maintain an active presence in the community.

Work with the SMCT Director and the Marketing Assistant to identify opportunities in the market, implement sales & service initiatives, help with social media ideas, and assist with advertising and events as requested. Submit sponsorship requests with your recommendation to the Marketing Assistant.

Manage daily routines and procedures related to the Customer Service staff.

Manage all ATMs including filling, cleaning, resolving an issue, placing service calls, making after hours calls, and troubleshooting when down, etc.

Take the lead with any operational, transactional, or service issues that surface within the Customer Service Group, seeing each issue to resolution.

Maintain a clean and professional (clutter-free) facilities at all times, internally and externally, including ATMs. Work with the Marketing Assistant to ensure merchandising materials, signage, TV media, décor, and seasonal decorations are current.

Assist with any measurement and reporting needed to track products and services, marketing campaigns, transaction totals, employee performance for reviews, and other management projects.

Complete staff performance reviews annually and make salary recommendations to the COO.

Complete all other duties as assigned.

Required Qualifications

New Account & Teller experience

Management experience

Sales & Service experience

Attention to detail and accuracy

Excellent Communication Skills

Ability to handle people with tact, poise, and courtesy

Bachelor of Science in Business, Finance, Management, Communication, Marketing, or any other related field

Job Details

40 hour per week position, Monday –Friday, occasional Saturday.

This position is supervised by the Vice President – Chief Operating Officer.

Community Partners Savings Bank, is an Equal Opportunity Employer including disability and veterans.