



State Bank of India
(California)

Starting range: \$18.00 – 22.00
Full-time/Non-Exempt

VIRTUAL BRANCH & CONTACT CENTER SPECIALIST

Performs a variety of customer service and sales functions as part of the Virtual Branch & Contact Center utilizing multiple digital channels (Live Chat, Video Banking, Audio, etc.). Delivers exceptional customer service virtually and provides support to the Bank's Virtual Branch & Contact Center. Handles customer inquiries on business and consumer products and services; assists with digital account opening; upsells and cross-sells Bank's products; conducts research for customer issue resolution in accordance with Bank policies and procedures. Conducts outbound marketing calls for customer engagement and upselling products and services. Supports department objectives through direct customer interactions, adhering to quality standards and performing administrative tasks. Complies with bank policies and procedures and federal and state regulations. Responsibilities include:

- Provides excellent internal and external customer service and operational quality in support of established SBIC standards. Adheres to the Bank's domestic operating policy, procedures, forms, and new programs.
- Engages with customers primarily through the Bank's digital channel (Live Chat, Video, or Audio) and assists with business and consumer customers, online account opening, mobile and online banking and debit cards.
- Achieves high-level professional standards with work processes and outcomes; completes tasks with all details involved; monitors and checks work for precision, clarity, and completeness; produces quality results.
- Researches customer inquiries and ensures satisfactory resolution. Resolves technical and tactical issues related to account opening process, teller and customer service transactions.
- Monitors and Processes accounts opened online.
- Maintains records/ log for various follow up calls/ lead generation etc. as applicable.
- Sets up and attends customer appointments relating to assistance with new and existing accounts.

SKILLS:

- High School Diploma/GED or equivalent
- 2+ years of banking experience; preferably in a Contact or Call Center
- Knowledge of FIS core banking application and sub-system
- Excellent verbal and written communication skills
- Excellent customer service skills and ability to work well independently and in teams.
- Must be well organized and self-driven to meet deadlines.