



6/3/2024

## Contact Center Agent

### SUMMARY:

Responsible for consistent, exceptional customer interactions through the bank's ITM video delivery and other Contact Center technology. Identify needs to provide customers transaction, account, and other applicable banking related service assistance in a prompt, professional and courteous manner while maintaining the confidentiality of the bank's records and customer transactions. Interfaces with multiple systems and software including core and online banking to support the Deposit Operations function of the bank.

### MAJOR ACCOUNTABILITIES:

1. **ISA/eTeller** – With the highest level of professionalism and courtesy, handles all phases of Electronic Teller (eTeller) transactions including but not limited to deposits, withdrawals, transfers, customer education and payments via all applicable communication methods. Ensure that all check transactions are scanned, balanced, reconciled, and transmitted daily. Monitor variations and take corrective action as appropriate. Work independently to analyze, research, and resolve medium to high complexity issues and assist the front-line team to ensure superior customer service at the eTeller. Continually generate and implement new and innovative ways to streamline processes.
2. **Customer Call Care** – Responds in a timely and highly professional manner upon every interaction to inquiries from internal/ external customers via phone, virtual, email, chat, and all other applicable methods. Builds relationships with personal and business customers by listening intently to recognize and recommend products and services that would benefit the customers. Identifies opportunities to enhance relationships and meet customer financial needs. Maintains strong knowledge and use of the bank's CRM Salesforce to recommend applicable products and services. Exercises independent judgment in resolving issues and satisfying customers. Assists both internal/external customers by taking ownership with all types of customer inquiries and finding resolutions. Resolve customer requests through proficient use of the systems tools. Works effectively to meet all established growth goals and expectations.
3. **Operations/Compliance** – Maintains knowledge of the banks eServices and offers support to internal and external customers in all aspects related to the bank's eServices. Develop and implement continual improvement in programs and processes, efficient operations procedures and systems utilization that support the bank's long-term strategic and digital objectives. Troubleshoots and supports all the bank's operation products. Performs and cross-trains in all assigned deposit operations responsibilities. Holds strong knowledge of, provides recommendations to, and adheres to the banks policies, procedures, and regulations. Develops and provides reports as requested from Management.
4. Perform other duties as assigned.

### QUALIFICATIONS:

High school education or equivalent. Post high school technical training or continuing education is desired. Excellent communication skills. Excellent interpersonal skills using tact and professionalism. Applies sales and service management techniques to achieve bank goals and objectives. Possess the ability to perform within a complex, multi-functional technical environment.

### APPLICATION PROCESS:

Apply in person at 1820 Hall Ave, Marinette, WI 54143, at any of our locations, or online at [www.snb.com/Careers](http://www.snb.com/Careers). Resumes may be sent to [employment@snbt.com](mailto:employment@snbt.com).

### Equal Opportunity Employer

***www.snb.com • bank@snbt.com • 715-732-1732 • 800-924-1732***

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1820 Hall Avenue, Marinette, WI 54143 • 1111 Tenth St, Menominee, MI 49858 • 101 Bralick Way, Oconto, WI 54153  
290 Main Street, Wausau, WI 54177 • 606 Henriette Ave, Crivitz, WI 54114 • N18630 Hwy 141, Pembine, WI 54156  
Marquette Trust & Investment Services 115 S. Lakeshore Blvd Ste D, Marquette, MI 49855 | 906-273-1501  
Green Bay Commercial Loan Services Office 2301 Holmgren Way Ste 2, Green Bay, WI 54304 | 920-606-8032