

Employment Opportunity Announcement

Position: Customer Experience Specialist

Department: Professional Learning (New name for Training Department), Dyersburg, Tennessee

Date Announced: Tuesday, November 12, 2013

Deadline for Receipt of Request Forms: Tuesday, November 19, 2013

Job Summary: Primarily responsible for the implementation, maintenance, training, and administration of the customer service platform software application as well as various policies and procedures. Employee is accountable for monitoring and reviewing product and service brochures and disclosures to ensure that information is both accurate and in compliance with standards. Coordinate/develop flexible training programs/schedules for staff. Excellent time management skills are required to ensure project completion dates are met. Excellent customer/employee relationship skills, knowledge of Bank products, problem solving skills, and team leadership skills are required. A professional image and phone etiquette are essential. Advanced verbal, reading, writing, and interpretation skills are required. Strong computer technical skills are required (Word, Excel, PowerPoint, Publisher, WebEx, Adobe Professional). Employee must display a strong work ethic and be self-disciplined, self-motivated, and organized with ability to multi-task.

Position Description:

- Responsible for the implementation, maintenance and administration of the Customer Service platform application and application training program for Customer Service and Bank Operations' staff.
- Development/implementation/maintenance of Customer Service policies/procedures.
- Responsible for bank wide training programs for products/services. Monitor and review product/services brochures/disclosures to ensure information is accurate and in compliance.
- Responsible for cross sell, sales, referral and Standards of Service training for all teammates.
- Responsible for bank wide formal Welcome Home (Standards of Service / Environmental Elements) training for new teammates.
- Administer Customer Service Representative Incentive Program and make recommendations for amendments to Executive Management as deemed appropriate.
- Stay abreast of regulations effecting product/service disclosures, consumer complaints and error resolutions and communicate changes to staff.
- Responsible for administration of Decision Power program.
- Fulfill CSR duties at various locations when needed.
- Responsible for Deluxe Check Service program, Affinion Programs for AD&D, Identity Theft and any other programs that affect customer service mission of the bank.

Education: B.S. Degree in Education is preferred

Qualifications: Ability to coordinate/develop flexible training programs/schedules for staff. Excellent time management skills ensuring project completion dates are met. Excellent customer/employee relationship skills, knowledge of Bank products, team worker and problem solving skills are needed. Ability to coach and mentor teammates. Professional image and phone etiquette essential. Customer service and/or sales background a plus. Advanced verbal, reading, writing, and interpretation skills are needed. Advanced computer technical skills are required (i.e. Word, Excel, PowerPoint, Publisher, WebEx, Adobe Professional). Strong work ethic, self-disciplined and self-motivated. Organized with ability to multi-task. Logical, technical, and analytical skills are essential.

Working Conditions: Available to work Monday thru Friday 8:00am to 5:00pm; projects will demand commitment of additional hours. Must be able to work from Main Office in Dyersburg, TN. Must be able to travel to other bank locations. Must be able to work under minimal supervision and own initiative.