

Job Opening

(Date Posted on CareerMatrix.com: 12/29/2015)



Job Title: Service Center Assistant Manager

Job Description: GENERAL RESPONSIBILITIES:

Supervises the daily operations of the Client Service Center and Online Branch according to established policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Is responsible for the efficient operation of the Client Service Center to ensure that customers are serviced promptly. Duties include: Coordinates activities of customer service staff including work assignments, scheduling, answering questions, solving problems, explaining policies, and providing technical assistance for Bank software programs. Responsible for the explanation, sales and promotion of products and services offered. This position is responsible for having an advanced knowledge of all online and deposit systems and products. Oversees daily online account opening system, including review and approval of new accounts. Trains and reviews performance of support staff. Prepares periodic and regular reports. Conducts regular staff meetings. Communicates with customers, suppliers and others. Responsible for areas of compliance as it relates to retail and branch operations. Undertakes special projects relating to departmental services as assigned. Reports to Client Services Officer.

SUPERVISORY RESPONSIBILITIES:

This position is responsible for the direct supervision of the Service Center Representatives.

Requirements: EDUCATION AND/OR EXPERIENCE:

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to define and solve intellectual and practical problems and deal with variety of variables in situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Must be proficient in Microsoft Office Suite. Must also be patient, pleasant and possess superior customer service skills to meet the needs of customers in an appropriate manner as well as possess the ability to multi-task. Ability to successfully pass a credit and background check.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel, reach with hands and arms, talk and hear. They are rarely required to climb, stand or walk.

Salary: \$33,000 annual starting

Benefits: Paid vacation, sick, and personal days. Health, dental, life insurance, long and short-term disability, 401K with company match. Bank products and services.

United Bank of Michigan is proud to be an Equal Opportunity and Affirmative Action Employer, and to have an inclusive culture to promote and ensure equal opportunity decisions regardless of race, color, gender, disability, sexual orientation, gender identity, veteran status or any other legally protected status.

EEO is The Law Poster:

http://www.eeoc.gov/employers/upload/eeoc_self_print_poster.pdf

If you require an accommodation to apply to this position, please call (616) 559-4526, or email careers@unitedbankofmichigan.com. This contact information is for accommodation purposes only.

Job Category: Banking / Financial
Customer Service

Location: Grand Rapids, MI

Type: Full Time

EEO/AA M/F/D/V

Contact Person: Kristin J. Veltema
Title: Human Resource & Training Specialist