



JOB POSTING NOTICE

Position: Customer Care Representative

Location: Sulphur Springs

Hours: Monday – Friday 11AM – 7 PM

Start Date: ASAP

Position Purpose

This position is responsible for performing tasks associated with all types of customer transactions via telephone, fax, mail, and e-mail. Promotes team participation throughout the department and organization. This employee offers the customer the highest degree of service and promotes all Alliance Bank's products and services.

Requirements:

- Personify the Alliance Bank's mission statement of *The best in all we do*
- High School diploma (or equivalency).
- Two (2) years in banking, a call center environment, or job related field of study or a combination of education and experience providing equivalent knowledge
- Ability to read, write, and speak the English language; bilingual in Spanish a plus.
- Ability to work accurately under deadline situations and to adapt to a fast-paced environment.
- Ability to prioritize own tasks and responsibilities to ensure that excellent service to our customers is accomplished before most administrative functions are processed.
- Ability to handle multiple tasks within a prescribed time period and adapt to frequent or unexpected changes in work responsibilities or processes.
- Ability to communicate, solve problems, work in a group and promote cooperation within the group.
- Schedules are prepared based on business need and subject to change at any time. This may include the need for evenings, weekends, or holiday coverage.
- Ability to respond to customer requests with tact, diplomacy, and a sense of urgency.
- Ability to handle bank and customer transactions with a high level of confidentiality.
- Ability to present a professional demeanor at all times.
- Knowledge of state and federal banking regulations.
- Ability to operate basic office software & equipment.
- Regular attendance and punctuality a must

Qualified applicants should submit a resume online to HR@Alliancebank.com or by fax to 903/439-6793.

The best in all we do.

Equal Opportunity Employer