

# Senior Client Services Representative



## Senior Client Services Representative

**Locations:** Utica, NY

**Requisition Number:** 18067948

### Job description

As a Bank of America Senior Client Services Representative, the employee will be responsible for providing a seamless delivery of problem resolution to our customers who encounter complex technical online issues with online banking, mobile banking and text banking for deposit and card products. The employee will be required to deliver and maintain a commitment to high service excellence utilizing relationship-building and problem-resolution skills, handle escalated and challenging calls, achieve monthly efficiency objectives, and maintain high call quality standards. The employees' time will be spent on the phone with our customers researching, troubleshooting and resolving service inquiries. In addition to taking direct calls from our customers, our employees also receive escalated calls from a variety of internal bank employees. The employee will be required to quickly read frequent updates and learning material, often while on the call, and must be able to implement immediately into calls with accuracy.

To apply please go to our careers website at [www.bankofamerica.com/careers](http://www.bankofamerica.com/careers) and reference the requisition number in the search jobs field

### Required:

- Must have knowledge with troubleshooting mobile devices and internet browsers.
- Minimum one year customer service experience.
- Ability to engage with customers, begin a conversation, build rapport, and handle objections.
- Strong critical-thinking, logic and problem-solving skills along with strong reading and comprehension skills.
- Effective communication skills in working with diverse customers.
- Detail-oriented and adaptable to change while receiving regular feedback.
- Comfortable in a fast-paced work environment while continuously learning on the job.
- Dependable, results-driven and achievement-focused.
- Technical aptitude with strong ability to multi-task.

### Desired:

- One year call center or financial center experience.
- Financial or banking acumen.
- Experience with escalated or complex situations.

### Current availability of shifts:

- 2<sup>nd</sup> Shift Availability

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