

Call Center Manager

ESSA Bank & Trust has an immediate opening for an enthusiastic, motivated and experienced Call Center Manager at our Lehigh Valley, PA location. This is an exciting opportunity for someone currently working in this field to join a dynamic team at a well-established community bank. The applicant is required to have a current knowledge of Contact Center Technology. Knowledge of all bank products and services is preferred.

ESSA Bank & Trust: Helping communities grow since 1916

Basic Qualifications

Education/Training: Bachelor's Degree in related field normally required; specialized banking education/training; a thorough knowledge of Contact Center technology.

Skill(s): Proficient reading, writing, grammar, and mathematics skills; proficient interpersonal relations, communicative, and sales skills; demonstrated management and supervisory skills; a thorough knowledge of the features and benefits of all bank products and services; visual and auditory skills.

Experience: A minimum of five (5) years' experience in related positions normally required.

General Responsibilities

Responsible for developing and administering a Contact Center that provides a level of service and responsiveness consistent with the Bank's Customer Service Policy. Responsible for managing the Contact Center in order to meet the assigned efficiency, sales, and service goals; participating with the Operations Manager in establishing specific goals for the Contact Center; ensuring Contact Center compliance with all operating policies and procedures; directly supervising assigned personnel; communicating with appropriate personnel; providing periodic reports.

Essential Duties

1. Manages the Contact Center in providing service and responsiveness consistent with the Bank's Customer Service Policy and in order to meet the assigned efficiency, sales, and service goals as follows:
 - a. Develop and administer a team of Contact Center Agents establishing the Customer Service Policy as a foundation to exceed customer expectations
 - b. Establish and create a customer contact workflow that aligns with best practices and policies cultivating for a dynamic customer experience.
 - c. Establish Contact Center Agent expectations and developmental plans
 - d. Cultivate, review and measure Contact Center Agent engagement
 - e. Reviews and evaluates new technology and makes recommendations as necessary.
 - f. Analyzes Contact Center customer service sales reports.
 - g. Participates in marketing strategies for the Contact Center.
 - h. Maintains an awareness of new business opportunities and ensures the sale and cross-selling of all Bank products and services.
 - i. Participates with the Operations Manager and Division Manager in determining appropriate hours of operation.
 - j. Provides direct service to customers as appropriate, i.e., utilizes computer to determine account balance or loan balance and describes and sells products and services of the bank.

- k. Makes outbound calls in order to sell products and services, determine marketing trends or rates, gather customer opinions, etc.
 - l. Utilizes full range of Bank products and services to effectively maximize the Bank's relationship with customers; informs caller of products; refers customers to appropriate sales personnel.
 - m. Researches information and problems and reports back to customer.
- 2. Participates with the Operation Manager in establishing specific goals for the Contact Center; implements strategies to achieve these goals.
- 3. Abides by the current laws and organizational policies and procedures designed and implemented to promote an environment which is free of harassment and other forms of illegal discriminatory behavior in the workplace.
- 4. Cooperates with, participates in, and supports the adherence to all internal policies, procedures, and practices in support of risk management and overall safety and soundness and the organization's compliance with all regulatory requirements, e.g. Telephone Consumer Protection Act (TCPA), Community Reinvestment Act (CRA), Bank Secrecy Act (BSA), Equal Credit Opportunity Act, etc.; ensures that the Contact Center and all personnel adhere to the same.
- 5. Directly supervises assigned personnel as follows:
 - Assists in the selection of new personnel as appropriate.
 - Makes provisions for the proper orientation and training of new personnel; trains new personnel as required.
 - Reviews employee performance throughout the initial probationary period and on a regularly scheduled basis thereafter.
 - Organizes, schedules, and distributes work among assigned personnel.
 - Keeps personnel informed of pertinent policies and procedures affecting the department and/or their jobs; creates an atmosphere in which upward communication from employees is encouraged.
 - Administers personnel policies and procedures as established by Bank policy.
- 6. Communicates with the Operations Manager, other managers, supervisors, and appropriate staff personnel in order to integrate goals and activities.
- 7. Provides timely reporting to the Operations Manager and other appropriate groups or individuals.
- 8. Actively participates in community organizations and activities in a manner which reflects favorably on the Bank.

Benefits:

We offer a competitive pay structure and comprehensive benefits package that includes:

Medical, Dental, Vision, 401k with Company Match, Life Insurance

Equal Opportunity Employer—minorities/females/veterans/individuals with disabilities/sexual orientation/gender identity

ESSA Bank & Trust, a wholly owned subsidiary of ESSA Bancorp, Inc., has total assets of over \$1.8 billion and is the leading service-oriented financial institution headquartered in Stroudsburg, Pennsylvania. The Bank maintains its corporate headquarters in downtown Stroudsburg, Pennsylvania and has 22 community offices throughout the Greater Pocono, Lehigh Valley, Scranton/Wilkes Barre and Philadelphia regions in Pennsylvania. In addition to being one of the region's largest mortgage lenders, ESSA Bank & Trust offers a full range of retail, commercial financial services, and financial advisory and asset management capabilities. ESSA Bancorp, Inc. stock trades on The NASDAQ Global Market (SM) under the symbol "ESSA."