

Community Bank Recruiting

Customer Service Representative 2

Job ID # 5364290

At Wells Fargo, our vision is to satisfy our customers' financial needs and help them succeed financially. In this role, you will help us deliver on our vision and build lifelong relationships with our customers. You also will demonstrate leadership through contributing to a company culture that supports customers in achieving their financial goals, team members in developing their careers, and communities in continuing to thrive. As part of a team that serves one in three American households, you will play a vital role in living our commitment to the highest ethical standards and maintaining the valued trust of our customers and communities.

Are you seeking a new and rewarding career?

At Banker Connection you'll have the opportunity to expand your capabilities and advance your career. We invest in our people and provide an environment to learn and grow. We set our standards very high to ensure accurate, timely, and exceptional service for our customers. A Customer Service Representative (CSR) spends 100% of his/her time on the phone answering questions to help Wells Fargo Team Members meet their customers' needs and help them succeed financially.

A successful Customer Service Representative will demonstrate:

- Reliable attendance
- Self-motivation
- A positive attitude
- The ability to work well on a team
- Willingness to accept coaching and feedback

We provide our team members with continuous coaching and development which not only enhances their ability to provide exemplary service, but also enhances their career growth.

This role takes you to a new level and keeps you challenged! We are hiring for full time positions, 40 hours a week. Weekday hours are 8:00 am to 8:00 pm and Saturday hours are 8:00 am to 6:00 pm.

- A typical starting shift is M-F 10:00 am to 7:00 pm, a set day off during the week, and working every Saturday is required. Saturday shifts will be 4, 5, 6 or 8 hours in duration. Shifts are assigned based on business need.
- Must be available to attend a paid training course starting December 4th, 2017. Training hours are Monday through Friday from 9:00 am to 5:30 pm for 8 to 9 weeks.
- Starting salary for this position is \$14.37 to \$14.93 per hour depending on experience.
- We also offer a competitive benefits package which includes; Medical, Dental and Vision insurance, Paid Time Off, 12 Paid Holidays, and Tuition reimbursement, 401K with a company match and more!

Important Note:

Based on the volume of applications received, this job posting may be removed prior to the indicated close date. If you do not apply prior to the closing of this posting, we encourage you to apply for other opportunities with Wells Fargo.

During the application process, ensure your contact information (email and phone number) is up to date and upload your current resume prior to submitting your application for consideration. If you are a Wells Fargo Team Member, in your Jobs Profile ensure that your email address is valid and updated to an address that can receive external emails outside of the banking network and is a different email address than the one you originally used when you joined WF. Initial contact with you will be made via e-mail. Please check your e-mail regularly for updates.



Required Qualifications

- 1+ year of experience interacting with customers

Desired Qualifications

- Ability to effectively listen and elicit information
- Excellent verbal, written, and interpersonal communication skills
- Basic Microsoft Office skills
- Ability to navigate multiple computer systems, applications, and utilize search tools to find information
- Ability to troubleshoot common computer problems
- 1+ year of customer service experience
- Solid problem solving skills
- Ability to perform in a fast-paced and high pressure phone queue environment
- Experience meeting customer service or customer satisfaction goals
- Ability to provide strong customer service while listening, eliciting information, and comprehending customer issues

Job Expectations

- Ability to work nights, weekends, and/or holidays as needed or scheduled
- Must be able to attend full duration of required training period

To apply

- Internal Team Members: Please visit *Teamworks > Jobs*
- External Job Seekers: Please visit [wellsfargo.com/careers](https://www.wellsfargo.com/careers)

For more information, please contact [Rachael Lenius](#) at rachael.a.lenius@wellsfargo.com