

eBranch Lead – Job Description Summary

Responsible for handling a variety of customer service contacts, ensuring that customers are promptly and professionally served. Provides support to eBranch Manager and eBranch Representatives by performing tasks related to customer account resolution, meeting service levels, cross selling services, and training, coaching and development of eBranch employees. Coordinates, directs and assigns work. Answers eBranch Representatives' questions, resolves more complex problems, and oversees work processes. Communicates with other departments regarding customer and employee issues. Demonstrates a strong commitment toward giving quality customer service while achieving corporate, department, and individual goals. May take on additional responsibilities in the absence of the department manager.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment