

## **Telephone Operator**

### **SUMMARY:**

Answers the organization telephones, and is responsible for presenting and explaining organization products and services to customers. Assists customers in resolving account related problems. This high contact person represents the organization in a positive and professional manner.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Answers telephone inquiries from customers regarding services, balances, payroll deductions, transfer requests, withdrawals, stop payments, check copies, etc.
- Responds to customer inquiry regarding the operation of accounts, access to services, resolving account discrepancies, and assisting customers to make the most effective usage of service offerings.
- Operates computer CRT terminal to accurately post transactions, access account information, balance transactions, and generally update customer account transactions and information.
- Assists with loan rates and information including giving NADA values.
- Sometimes in charge of opening and preparing mail for distribution.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)