



Founded in Abbeville, LA in 1971, **Gulf Coast Bank** is known throughout Acadiana for getting to know our customers personally, and understanding their needs, as well as the needs of the community. **Gulf Coast Bank** has 9 locations across the Acadiana area and employs more than 120 people. As banking has changed through the years, Gulf Coast Bank has stayed on the cutting edge, while never losing sight of what makes our bank special: providing outstanding customer service and maintaining active involvement in the communities we serve.

Position Summary

Gulf Coast Bank is looking for a **Call Center Associate**. This position currently resides at the Main office in Abbeville but will be relocated to the GCB Operations Center in Lafayette in early 2022. The ideal candidate will be experienced with providing excellent customer service while performing as the liaison between the Bank and its' current and potential customers. The successful candidate will accept ownership for effectively solving customer issues, complaints and inquires while keeping customer satisfaction at the core of every decision and behavior.

Primary Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner
 - Quickly identify customers' needs
 - Clarify information provided in order to offer best solution
 - Identify root cause of problem and use tools and resources appropriately to determine how to resolve customer issues
 - If unable to resolve the issue in a reasonable amount of time, escalate to appropriate resource
- Seize and create opportunities to upsell products
- Build sustainable relationships and engage customers by "going the extra mile"
- Follow communication "scripts" where provided for handling specific topics
- Answer all incoming service calls regarding bank products and services professionally and enthusiastically in accordance with established policies and procedures
- Maintain records of all conversations in the Call Center database in a concise and comprehensible manner
- Attend educational seminars to improve knowledge and performance level
- Meet personal and team qualitative and quantitative targets

What We Offer:

- Competitive Compensation Structure
- Full Medical, Dental, Vision
- Paid Vacation/Sick Leave/Holidays

Requirements:

- High School Diploma
- Experience in a Customer Support role to include customer focus and adaptability to different personalities
- Strong phone and communication skills, as well as active listening skills
- Familiarity with CRM systems and practices; Synapsys experience a plus
- Banking experience a plus
- Ability to multi-task, set priorities and manage time effectively
- Computer proficiency in Outlook and Word required

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.