

## **Coordinator - Customer Service**

### **SUMMARY:**

Responsible for directing departmental staff involved in a variety of customer service-delivery activities that individually do not constitute specialized tasks, but collectively represent the public relations and corporate image of the organization. This high contact department requires the ability to properly staff, schedule, train, and develop service delivery personnel who can deal effectively with customers in person, in writing, or by telephone.

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

- Hires department personnel and trains personnel in skills and service delivery methodology and philosophy.
- Schedules personnel, cross trains to ensure adequate staff to meet service delivery demands of customers -- in person, by telephone, or drive up windows.
- Process all VISA applications including the ordering of new cards, maintaining files, processing adjustments and other card maintenance requirements (i.e., lost and stolen, closings, change credit limits, etc.) as well as data output and life and disability insurance payments.

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