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Switchboard Operator

Employer

RCB Bank
126 S Summit St
Arkansas City, KS 67005
316.247.7696

Position Information

Job Title: Switchboard Operator

Employment Status: Full-Time

FLSA Status: Non-exempt

How to apply: Online


RCB Bank has been a responsible employer since 1936, standing firm on moral and ethical principles as a bank and as an inclusive employer while fulfilling our commitment to excellence. Operating with values such as integrity, respect, sincerity, and honor, RCB Bank is an equal opportunity employer, striving to hire diverse employees who meet high standards of character, education, and occupational qualifications. RCB Bank is dedicated to building Relationships, contributing to our communities, and embracing our Boldness! With over 60 locations, RCB Bank offers a variety of excellent career opportunities in Oklahoma and Kansas. We offer full-time and part-time opportunities along with a comprehensive benefit package (eligibility requirements apply).

Job Description:

Responsible for providing excellent internal and external customer service at all times. This position is responsible to assist in the operations of a large telephone switchboard and computerized database of telephone information.

Essential Functions:

- Answer and route calls in an accurate and timely manner
- Ensure customer satisfaction by being courteous and pleasant when answering each call
- Ensure referral of banking issues and opportunities to the appropriate lines of business

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- Must be able to professionally answer customer inquiries with a common sense approach
 - Assist customers and branches with inquiries by electronically retrieving information regarding the customer account and transactions in question while following bank, regulatory and legal compliance requirements

Experience Required: At least one (1) year of customer service experience. Switchboard experience is preferred but not required.

Education: High School

Job Specific Skills & Knowledge:

- Ability to provide strong telephone and written communication skills to customers
- Ability to work in a fast-paced phone environment while answering and transferring calls with accuracy
- Strong client focused mindset
- Strong problem solving and decision making skills
- Strong computer skill with proficiency in Excel, Word and Outlook

Application Instructions:

To be considered for an interview - please complete an application on: [RCB Bank.com/Careers](https://www.rcb.com/careers) for a Job/ look for the position by title or location.

