

Job Title: Client Operations Specialist

Reports to: Senior Vice President

Job Type: Full-Time

Pay Range: \$17-\$20 per hour. Final compensation will be determined by location, skills, experience, qualifications, and the career level at which the position is filled.

Location: Morris Main Bank

Position Summary

Client Operations Specialists are the initial point of contact for client inquiries, resolving concerns, maintaining accurate records, providing technical support and collaborating with other departments to ensure a positive client experience.

Key Responsibilities

- Respond promptly and professionally to inbound client calls regarding financial products, services, and account inquiries.
- Assist clients in understanding account questions.
- Collaborate with internal departments to resolve complex client issues and escalate cases when necessary to ensure timely resolution.

Qualifications

Education & Experience

- High school diploma or equivalent is required.
- Experience in a customer service or call center role, preferably within the banking or finance sector.

Knowledge & Skills

- Strong verbal and written communication skills
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and the ability to quickly learn the bank's systems and software
- Ability to handle confidential information with discretion and maintain compliance with industry regulations
- Problem solving skills for identifying client needs and resolving issues promptly
- Experience with financial products such as deposit services preferred

Benefits: Grundy Bank offers health insurance, life/disability insurance, 401k and more, see attached.

Equal Opportunity Employer Disability/Veteran Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. Grundy Bank is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by law