

**STATE BANK OF INDIA (CALIFORNIA)**

HEAD OFFICE
707 WILSHIRE BOULEVARD STE. 1995
LOS ANGELES CA 90017-3587

***State Bank of India (California) Job Posting
Call Center/ Customer Service Representative***

***SBIC IS SEEKING A CANDIDATE TO JOIN OUR
TEAM OF TOP PERFORMERS!***

State Bank of India (California) is a growing bank with 9 retail branches across California and one in Washington, D.C. SBIC is seeking a Call Center/Customer Service Representative who will be primarily accountable for assisting customers and bank personnel with inquiries, questions, information on checking account, and performing similar related duties as necessary to meet department objectives.

Job Title:	Call Center/ Customer Service Rep	Job Category:	Non- Exempt
Department/Group:	Call Center (Systems)	Job Code/ Req#:	
Location:	(Downtown) Los Angeles, CA	Travel Required:	N/A
Level/Salary Range:	DOE	Position Type:	FTE
HR Contact:	Chaleeta Arender	Date posted:	12/27/2011
Will Train Applicant(s):		Posting Expires:	1/13/2012

Applications Accepted By:**E-mail:**

careers@sbical.com Subject Line: Call Center/ CS Rep

Online

www.sbical.com/careers

Duties:

- Answer calls from customers, bank personnel, other banks, etc.
- Assist caller with inquiries, questions, routine problems. Identifies caller as authorized to receive information on checking accounts, issues current checking account balances, information, credit ratings.
- Receive calls from other banks requesting check verification.
- Assist Bank customers with questions, problems, and complaints during Bank hours.
- Responsible for having an understanding the basic duties of other department personnel in order to assist customer effectively.
- Explain Checking account procedures to customers. Identify customer before giving account information.
- Assists customers in reconciling differences between customer balance and Bank statement Balance.
- Accepts address changes and Stop Payments.
- Receives telephone transfer requests received from customers, verify, identify and confirm availability of sufficient funds, input directly into banking system
- Receive telephone requests for photo copy of debits, credits and statements from customers.
- Process verification of Deposits received from financial or mortgage institutions.
- Perform similar or related duties as required to meet departmental objectives.



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Skills/Qualifications:

- One to two years in a customer service role or relevant experience required
- Prior call center experience is preferred
- Demonstrated ability to learn quickly and willingness to obtain functional knowledge and understanding of company products and services
- Superior telephone etiquette
- Excellent listening skills and ability to articulate ideas
- Ability to understand and respond clearly to customers in a dynamic, fast-paced environment while promoting quality image of State Bank of India (California)
- Positive attitude and ability to adapt to changing environment
- Basic computer skills required: Microsoft Word / Excel
- Excellent communication skills – verbal and written
- Demonstrated ability to work in a team environment to improve the delivery of service to internal and external customers

SBIC Competitive Benefits Package

- ***Excellent Pay and Vacation/Sick Leave***
- ***Medical, Dental, Vision & Life Insurance – for you and your family – paid 100% by SBIC***
- ***Generous 401(k)***
- ***Bonus Eligibility***
- ***Opportunity to work for a growing Bank!***

State Bank of India (California) is a growing bank that was established in 1982 as a California State Chartered Subsidiary of State Bank of India. State Bank of India (the parent bank to SBIC) is the largest commercial bank in India in terms of assets, deposits, branches and employees.

For more information about SBIC, please visit: www.sbical.com.

Please submit your resume to Chaleeta Arender (Manager, Human Resources).

Email: careers@sbical.com

Posting Deadline is 1/13/2012

Please check out our website: www.sbical.com for additional information about our Bank!

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