



State Bank of India
(California)

Starting range: \$26.00 – \$32.00
Full-time/Non-Exempt

Contact Center Supervisor (Bi-lingual)

Supervises the day-to-day activities of the Virtual Branch & Contact Center under the direction of the VP, Operations. Reports on a dotted line basis to the Client Services Manager on matters pertaining to the review and analysis of online account opening and digital services related reports in order to recommend and implement service standard enhancements. Ensures thorough oversight of the customer service and sales area through the Virtual Branch & Contact Center utilizing multiple digital channels (Live Chat, Video Banking, Audio, etc.). Delivers exceptional customer service virtually and provides overall guidance and support to the Bank's Virtual Branch & Contact Center personnel. Plans and schedules activities with staff and provides assistance with customer inquiries on business and consumer products and services; assists with digital account opening; upsells and cross-sells Bank's products; conducts research for customer issue resolution in accordance with Bank policies and procedures. Supervises outbound marketing calls for customer engagement and upselling of products and services. Supports department objectives through direct customer interactions, adhering to quality standards and performing administrative tasks. Ensures compliance with bank policies and procedures and federal and state regulations.

- Ensures compliance with Bank's standardized operational policies, procedures, forms and new programs in the Bank's Virtual Branch and Contact Center.
- Provides excellent internal and external customer service and operational quality in support of established SBIC standards.
- Supervises personnel in the day-to-day Virtual Branch & Contact Center activities. Provides support to staff and engages with customers through the Bank's digital channel (Live Chat, Video, or Audio/Phone Calls), as required. Manages complex issues for both business and consumer customers, online account opening, mobile and online banking, and debit cards.
- Establishes and demonstrates high-level professional standards in the Virtual Branch & Contact Center. Reviews daily tasks of staff; monitors and checks work for precision, clarity, and completeness; produces quality results.
- Researches complex issues and ensures satisfactory customer resolution. Assists with the resolution of technical and tactical issues related to online account opening and other digital services.
- Works with direct reports to meet sales and service targets for the Virtual Branch & Contact Center in alignment with overall Bank strategy.
- Trains employees on Bank products and services and ensures they are able to explain the features and benefits of the Bank's products and services in order to efficiently provide customer service.
- Manages the Bank's online account opening platform. Ensures proper follow-up on business leads to generate new deposit accounts.

SKILLS:

- High School Diploma/GED or equivalent
- 5+ years of banking experience; preferably in a Contact or Call Center or Branch
- Knowledge of FIS core banking application and sub-system
- Excellent verbal and written communication skills
- Excellent customer service skills and ability to work well independently and in teams.
- Must be well organized and self-driven to meet deadlines.
- Ability to speak Hindi to interact with clients.