# Marcus - Customer Support Agent - Milton Keynes

**Consumer and Commercial Banking (CCBD)**

Consumer and Commercial Banking brings innovative solutions to traditional banking activities. We are a global team of lenders, investors, risk managers, skilled marketers, web experts and banking specialists. We provide a suite of solutions to help our customers meet their personal financial goals. We make direct investments in, and risk manage, a portfolio of corporate loans and securities. And we help transform distressed communities through investments and loans of private capital

**Digital Finance Description**

Digital Finance, a business unit within CCBD, is comprised of the firm’s digitally-led consumer businesses, which include the Marcus deposits and lending businesses, as well as the personal financial management app, Clarity Money. Digital Finance combines the strength and heritage of a 148-year-old financial institution with the agility and entrepreneurial spirit of a tech start-up. Through the use of machine learning and intuitive design, we provide customers with powerful tools that are grounded in value, transparency and simplicity to help them make smarter decisions about their money.

**RESPONSIBILITIES AND QUALIFICATIONS**

**YOUR IMPACT**

Are you passionate about customer services, operations and using digital tools to provide solutions to retails?  We’re looking for customer services professionals to join our customer support team who wants to use their skills and ideas and provide outstanding support to our customers.

**OUR IMPACT**

Our team of critical thinkers partners with groups in all areas of the firm to lead teams, manage processes, and improve digital tools. Our division also provides critical operations and user experience design to ensure business flows smoothly when customers come to us. From day one, team members play a vital role in upholding the three customer support principles of customer focus, process innovation and risk management.

**Job Summary & Responsibilities**

* Responsible for answering incoming calls from GS Bank customers and prospects providing product information, account opening support as well as account maintenance
* Builds rapport with our customers to resolve service issues and customer questions
* Takes ownership of customer enquiries and responds to escalated customer issues in accordance with agreed procedures
* Responsible for the day to day coverage of customer account maintenance processes including but not limited to application review and processing, funds transfer, exception processing, correspondence and complaint monitoring and response
* Ensures all accounts in workflow are managed accurately and in a timely manner
* Documents all service efforts for each assigned account in accordance with established procedures and compliance policies
* Receives and responds to escalated customer enquiries
* Accesses multiple electronic systems and documents steps taken to efficiently service the customer
* Responsible for simple assigned supervisory activities in support of achieving customer service goals
* Acts as a back-up to team leader and assist with developing team members by providing peer-to-peer coaching and training new team members in accordance with standard operating procedures
* Recognises that quality is measured through call recordings and case auditing
* Meets established goals for all metrics, including call quality, productivity and customer acquisition by focusing on maximising service to customers
* Completes ongoing compliance and remedial training as scheduled
* Has an understanding of Operational Risks
* Serves as a SME and coach for sound retail deposit practices
* Communicates professionally and regularly with leadership and peers on status of accounts and escalations in accordance with established standards
* Participates in projects to drive operational excellence

**Skills**

* Must be self-directed, detail oriented, positive attitude, driven, able to work independently in a team-oriented and fast paced environment with a passion to deliver exceptional service to customers
* Good interpersonal skills, negotiation skills are a plus
* Good problem solving skills
* Is adaptable, high energy levels and desire to help others
* Good team player
* Good analytical and problem-solving skills
* Good written and verbal communication skills

**Basic Qualifications**

* Experience in delivery of customer service
* In depth product knowledge across Banking and Savings, acts as a SME across retail deposit practices

**Preferred Qualifications**

* Experience in a retail banking environment
* Degree/Diploma or equivalent military experience