



**Job Opening- Customer Contact Center Supervisor, Tonganoxie, KS**

First State Bank & Trust is a community bank with locations in north-east Kansas including Piper, Basehor, Tonganoxie, Lawrence, and Perry. We are looking for an experienced banker to join our Customer Contact Center team as a Supervisor in Tonganoxie. Ideally, candidate will have 4-7 years of retail or operational banking experience.

**SUMMARY**

Responsible for the day-to-day supervision and operations of the Customer Contact Center; including oversight of incoming customer calls, location calls, customer service, research, generation of reports/balancing/audits and operational tasks. Responsible for Regulation E and management of disputes. Coordinates activities of the Customer Contact Center Representatives including monitoring phone tracking software to ensure appropriate coverage. Oversees Debit Card, Credit Card, On-line Banking, Mobile Banking, Mobile Deposits, ATM Deposits, and Merchant Capture programs. Provides cross coverage to Customer Contact Center Representatives as needed, including phone coverage and escalated customer calls. Is a resource to existing employees and the Customer Contact Center Department. Considered an experienced employee who can handle most complex tasks, accounts, and projects.

To apply e-mail your resume to [kathy@firststateks.com](mailto:kathy@firststateks.com)

[www.firststateks.com](http://www.firststateks.com)

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