



Capitol Federal®

CapFed® is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

#TogetherTrueBlue

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

NOW HIRING FOR A Assistant Customer Experience Manager

Capitol Federal is hiring an Assistant Customer Experience Manager for our Lawrence Call Center.

The Assistant Customer Experience Manager is responsible for the success and development of others within the Call Center through leadership and training. You will play a pivotal role in ensuring high levels of customer satisfaction through efficient call handling and exceptional service.

This opportunity is located in Lawrence, Kansas and the typical hours are Monday – Friday for the PM shift.

QUALIFICATIONS

- A high school degree or equivalent
- 3+ years of similar or related experience, including preparatory experience.
- Previous experience should include process improvement and training.
- Supervisory or managerial experience preferred.
- Customer Service Skills: written and verbal communication skills
- Ability to utilize call center software and technology

RESPONSIBILITIES

- **Customer Service:** Answer incoming customer calls, secure messages and emails, properly verify the customer's identity, and determine the needs of the customer.
- **Conflict Resolution:** Act as a point of contact for resolving escalated issues.
- **Training and Development:** Assist in organizing training sessions and development programs to ensure call center agents are well-equipped to handle situations
- **Quality Assurance:** Monitor and evaluate call center agents' performance through call monitoring, call scoring and feedback sessions to maintain high-quality customer service.
- **Team Management:** Assist in supervising and mentoring the team of call center agents, ensuring they meet performance targets and providing regular feedback and coaching

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CAPFED.COM/CAREERS