



| | |
|------------------------------|---|
| Position Title | Customer Contact Center Consultant |
| Department / Location | Round Rock Operations Center (E. Palm Valley) |
| Salary | Commensurate with Experience |
| FLSA Status | Non-Exempt |
| Posting Date | 06/01/2025 |

JOIN R BANK AS A CUSTOMER CONTACT CENTER CONSULTANT

As a Customer Contact Center Consultant, you are a key part of R Bank's commitment to creating exceptional customer experiences. You'll provide responsive, friendly, and knowledgeable support over the phone and through digital channels. Your work helps maintain lasting relationships and ensures every customer feels heard, valued, and confident in choosing R Bank.

WHY CHOOSE R BANK

At R Bank, we're committed to doing the right things for the right reasons. As a locally focused financial institution, we strive to provide service that feels personal, not transactional. You'll work in an environment that values balance, purpose, and people. We believe in building strong relationships, delivering genuine care, and providing personalized financial solutions. Our Customer Contact Center Consultants are at the heart of that mission, ensuring each interaction with R Bank is warm, helpful, and empowering.

COMPANY GENERAL POLICY & PROCEDURE

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competence of the employee in performing their job duties will be demonstrated, maintained and improved on an ongoing basis.

The statements contained in this position description reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the position.

WHAT YOU'LL DO

- Answer customer calls and messages promptly and professionally, meeting our high standards for responsiveness and care.

- Greet each customer with a smile in your voice—providing service that feels personal, not procedural.
- Verify customer identity using secure, R Bank-approved methods.
- Stay informed on fraud trends and security best practices to help protect our customers.
- Resolve a variety of inquiries including but not limited to account balances, transactions, online banking, debit card issues, travel notices, wire transfers, and loan questions.
- Assist customers with digital banking services such as Online Banking, Business Online Banking, Bill Pay, and eServices troubleshooting.
- Promote a culture of teamwork by working closely with banking centers and departments to ensure seamless service.
- Share customer feedback with the appropriate teams to help improve products and services.
- Keep leadership updated on emerging customer concerns and call trends.
- Educate customers about R Bank's services and recommend products tailored to their needs.
- Maintain compliance with all R Bank policies and regulatory standards.
- Continually grow your knowledge of R Bank's offerings through internal resources and training.
- And of course—go above and beyond to ensure customers walk away feeling supported and appreciated.

WHAT YOU SHOULD BRING

- A high school diploma (or equivalent) and at least 2+ years of Call Center experience.
- At least 4+ years of Customer Service experience
- Previous banking experience preferred (Knowledgeable in Regulation E is a plus!)
- A genuine passion for helping others and solving problems
- The ability to think clearly, stay calm under pressure, and work well in a team
- A commitment to confidentiality, dependability, and professional integrity
- Comfortable asking questions and guiding customers through financial conversations
- Ability to learn products, services and procedures quickly and accurately; explain concepts clearly to customers
- Strong written, verbal and fluent communication skills in English (Spanish is a plus!).
- Dependability. You show up when it counts-with your skills, your energy and your whole self.
- Ability to operate a computer and other standard office machinery (Call Center tools and software are a plus!)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WHAT BENEFITS WILL YOU RECEIVE

R Bank is committed to the success of our employees. We offer an attractive benefits package including Medical, Dental, Vision, Life, Disability, 401k, EAP, and R Best Foot Forward Program. You can learn more about R Bank and our services at <https://www.r.bank>.

APPLY

If you meet all of the minimum qualifications for this position and would like to apply, please upload your updated resume via <https://www.r.bank/career-opportunities/>.

R Bank is subject to Executive Order 11246 and to the Vietnam Era Veterans' Readjustment Assistance Act of 1974 (VEVRAA). It is the policy of R Bank to provide equal employment opportunity to all qualified applicants for employment without regard to race, color, religion, national origin, sex, age, veteran status, or disability.