



November 5, 2008

**Remote Client Representative
Express Center and Customer Service Center
Job Posting #074-08**

Location: Orland Park

Responsibilities: Respond to in-coming telephone and video conference calls by servicing the customer needs in a courteous, knowledgeable and professional manner. Must possess strong sales skills. Exhibits and provides exceptional customer service skills to establish and solidify customer relationships by selling Bank Retail and Business products. Actively promotes BankFinancial and all local, state and federal statutory regulations.

- Answer in-coming telephone calls and video conference calls regarding Retail and Business products and services, in a professional and business like manner.
- Open and close accounts.
- Process certain account changes.
- Process certain types of file maintenance.
- Provide Cash Management product expertise and support for business customers, which can include: Business Bill Pay, ACH, Wire and Remote Deposit services.
- Process phone requests for loan payments and advances.
- Assist customers with ATM machines at Express Centers.
- Document and research all customer inquiries regarding all loan accounts and products.
- Provide exceptional customer service to both external and internal callers.
- Follow up with customers after research is completed and problem is resolved or can be explained.
- Place stop payment requests for customers.
- Input customer issues into Tasking System for resolution by other departments.
- Cross-sell additional Bank products based on customer needs.
- Regularly meet or exceed daily call volume goals.
- Complete Tasking requests from internal departments, branches and customers for copies of Statements, Checks, Official BF Checks and Teller Transactions.
- Provide first level support for Bill Pay customers.
- Complete PIN Changes and Resets for Retail and Cash Mgmt. online banking customers.
- Review and process Returned Mail.
- Set up Savings Sweeps and Combined Statement Set ups.
- Process lost or stolen Lock Flags and Tickler Dates.
- Complete Verifications of Deposits and Loans.
- Process application fees and rebate fees for loan applications.

Qualifications:

- Associates Degree or Bachelors degree desired: or equivalent combination of education and experience
- One to two years Personal Banking, customer service and new account opening experience required
- Excellent oral communication skills and excellent customer service skills.
- SDI, Miser, Microsoft Word, E-Mail, Tasking System
- Heavy typing, must type at least 40 wpm.