

Customer Onboarding Specialist

We offer our staff a number of great benefits, including:

- Purchase additional Annual Leave
- Gym reimbursement program
- Additional Leave options
- Study assistance

Your new company

Bank First, formerly Victoria Teachers Mutual Bank, is a customer owned bank that exists for the sole purpose of providing better banking experiences for customers; not to serve shareholders. Due to growth in the department, we are expanding our workforce planning team to ensure our new and existing customers continue to receive the expected level of service.

Your new role

As the first person to interact with our new customers, you provide a positive and seamless onboarding experience over the phone. You will manage a portfolio of these customers, proactively welcome them to the bank, ensure all services are set up correctly, and strengthen the relationship between new customers and Bank First. Your role will see you help your customers to transfer their salary and all of their banking products over to Bank First so that they consider Bank First to be their main bank.

What you'll need

You are a customer focused person who displays genuine curiosity in your customers, and a desire to help them achieve their financial goals. You will be motivated to learn new skills and improve your relationship building skills.

You will also be able to demonstrate the following skills and attributes;

- Advanced conversational skills and a genuine interest in people
- Ability to identify customer needs and a passion to help them find a solution
- Ability to build strong, positive relationships with others (over the phone preferred)
- Strong organisational and time management skills.
- Banking experienced highly valued, but not essential as training provided

What you need to do now

To be considered for the role, please send your CV and covering letter addressing the above criteria to jobs@bankfirst.com.au.

Applications close: Friday 18 January

117 Camberwell Road, Hawthorn East VIC 3123
PO Box 338 Camberwell VIC 3124

Tel: **1300 654 822** Email: jobs@bankfirst.com.au
769
Fax: **03 9882 4348** Web: bankfirst.com.au

Victoria Teachers Limited | ABN **44 087 651**
AFSL/Australian Licence Number **240 960**