



Branch Sales & Service RRT (MLO)

Contact: PNC

Email: pnc@countyjobs.careers
https://fl-brevard.countybuyselltrade.com/jobs/branch-sales-service-rrt-mlo_west-melbourne_222326

Address: **West Melbourne**
Price: **Check with seller**

Details
Apply
Position Overview
At PNC, our people are our greatest differentiator and competitive advantage in the markets we serve. We are all united in delivering the best experience for our customers. As a full-time Branch Sales and Service Regional Resource team (RRT) member, you will engage in proactive sales and customer service activities including teller transactions, selling bank products and developing referral opportunities. You will be part of the FLOATING Regional Resource Team, based in West Melbourne, to support multiple branches in PNC's Space Coast Retail Market.
Job Profile
Manages the customer experience by identifying opportunities to improve a customer's financial wellbeing and create loyalty while increasing share of wallet. From a variety of customer interactions, participates in proactive sales and service activities and identifies referral opportunities. Collaborates with ecosystem partners to grow customer's share of wallet. Positions PNC solutions to drive new revenue and customer loyalty.
Drives proactive sales conversations through internal and outbound interactions with a defined sales process including outbound calling, service to sales, teller interactions, appointment setting and effective lobby engagement, ultimately elevating client loyalty. Delivers a full PNC conversation with every client interaction to identify appropriate PNC solutions. Leverages ecosystem partnerships to acquire, expand and retain relationships. Creates customer loyalty and grows customer share of wallet through a differentiated customer experience. Performs lobby engagement activities to connect with customers and position PNC products to meet their needs. Educates customers on options for managing financial transactions by leveraging technology, tools and resources. Applies product and procedural knowledge to identify, mitigate and solve customer problems effectively to drive customer loyalty. Manages risk through adherence to all policies and procedures, demonstrating sound judgment within established limits. Demonstrates a heightened scrutiny to identify and avoid loss. Ensures teller and branch daily operations and maintenance transactions are completed in an efficient and accurate manner. Core Competencies
Manages Risk - Basic Experience
Assesses and effectively manages all of the risks associated with their business objectives and activities to ensure activities are in alignment with the bank's and unit's risk appetite and risk management framework. **Customer Focus** - Basic Experience
Knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions and ability to leverage that information in creating customized customer solutions. **Job Specific Competencies**
Effective Communications - Working experience in understanding of business concepts, sales techniques, ability to effectively transmit, receive, and accurately interpret ideas, information, and data.



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