

Wells Fargo: Boots to Banking – Charlotte, NC

WELLS
FARGO



Why Wells Fargo?

- Upward mobility
- Highly competitive salary
- Medical, Dental & Vision for you and your family
- 401K – Up to 6% company match!

Who We Are:

Wells Fargo is committed to attracting, hiring, and supporting military veterans, active military personnel, veterans with disabilities and their families. Wells Fargo has been recognized as a 2019 Top 100 Military Friendly Employer® and a 2019 Top 50 MilitarySpouse Friendly Employer® from G.I.Jobs. DiversityInc also recognized Wells Fargo on its 2018 list of Top Companies for Diversity and Top Companies for Veterans.

Customer Service Rep 3 – Brokerage Services

Job ID# 5550037

Job will be posted from August 10th – August 14th*

The **Investment Contact Center (ICC)** provides service and support for clients of Wealth and Investment Management's (WIM) five lines of business: Abbot Downing, Retirement, Wealth Management, Wells Fargo Advisors (WFA), and Wells Fargo Asset Management (WFAM). Our client-facing teams manage millions of customer contacts each year for retail and institutional clients, plan sponsors, and participants via phone, email, and correspondence. We also have team members who work on support teams in business administration, operations, and strategy and technology. We act as a single, unified, and coordinated channel, with one direction, one voice, and one view, in order to provide exceptional client experiences.

Wells Fargo will be hiring up to 20 veterans to this role, and would love for you to be considered as one.

As a **Customer Service Representative 3** you will be responsible for responding to inquiries and complaints on more complex products/services and/or from premier customers. Duties may include: resolving complex inquiries and complaints from internal and external customers and upon escalation; processing complex transactions on-line; performing extensive research to resolve the complex customer problems; providing guidance and assistance to less experienced representatives either on the spot and/or via telephone; providing training on policies and procedures, new or enhanced services and/or procedural changes. May also offer or recommend products and services based on customer needs, review data and report trends to management, and project work. This is a challenging role with a broad focus that has an impact on our clients every day.

Required Qualification:

- 2+ years of experience interacting with people or customers, demonstrated through work, military, or education

Compensation: \$18.00/hr.

Work Schedule: Training: 6 weeks training on Mon - Fri 8:30-5PM. Schedules after training will range from Mon-Sat 7AM-10PM.

Location: 1525 W Wt Harris Blvd, Charlotte NC

How to Apply: Job will be posted from 8/10/20-8/14/20

1. Please visit wellsfargo.com/careers
2. Select '**Search Jobs**' on the right side of the page
3. Enter Job ID Number **5550037**
4. Select 'Apply Now'
5. Shortly after you complete the application, **the mandatory job assessment will be emailed to the email address you provided**

*Job Opening dates may change based on quantity of applicants.

Wells Fargo will not sponsor visas for these positions and will not hire individuals whose work eligibility is based on their F-1 or other student visa status. Relevant military experience is considered for veterans and transitioning service men and women.

Wells Fargo is an Affirmative Action and Equal Opportunity Employer, Minority/Female/Disabled/ Veteran/Gender Identity/Sexual Orientation.

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