

Wells Fargo Customer Service Representative Job Description

- Support customers with inquiries, complaints or requests regarding accounts, products or services offered by Wells Fargo
- Provide information about account options, product features and services
- Answer questions from customers about their accounts, products or services
- Help customers set up new accounts or change existing ones
- Assist customers in resolving billing problems
- Process payments for customers
- Resolve disputes between customers and Wells Fargo
- Maintain records related to customer transactions and provide these records when requested by customers or law enforcement officials
- Identify potential fraud or other illegal activity involving Wells Fargo's customers
- Keep informed about changes in laws, regulations and policies that affect Wells Fargo's business
- Ensure that all work performed by employees complies with applicable laws and regulations
- Follow procedures established by Wells Fargo for handling customer complaints
- Report any violations of company policy or law to management
- Participate in training programs designed to improve skills and knowledge
- Comply with Wells Fargo's Code of Ethics
- Ascertain that all work locations are clean and well-kept
- Adhere to Wells Fargo's code of conduct
- Be available to perform additional duties as needed.