

## Call Center Service Representative

### **POSITION PURPOSE**

Responsible for assisting members by; answering all incoming calls in a pleasant manner with member service always the primary concern. Provides members with information and assistance with all Credit Union Services; directs calls to appropriate staff when necessary. Performs all areas of Level III Teller Responsibilities as needed including; all aspects of the opening and closing procedures. Work requires courtesy, efficiency, tact and professionalism when dealing with members and potential members. Provide clerical support for the member service department, completes required reports, special projects, and assists Management as required.

### **QUALIFICATIONS:**

**EDUCATION/CERTIFICATION:** Associates degree in Business Administration, or related field, or an equivalent combination of education, experience and training.

**REQUIRED KNOWLEDGE:** Basic knowledge of financial products, services and procedures. Understanding of Credit Union Information Systems and teller/member service functions. Familiarity with security procedures and related laws and regulations.

**EXPERIENCE REQUIRED:** Two years of related experience, with a focus on financial services.

**SKILLS/ABILITIES:** Excellent communications and organization skills, attentive to detail and good math skills. Ability to assist members in a professional manner with tact, compassion and understanding. Ability to use and understand basic computer software applications.