

# Contact Center Representative

**Exempt:** No

**Department:** Contact Center

**Division Vice President:** Operations

**Supervisor:** Contact Center

**Location:** East

## **Job Description:**

This position requires the job holder to answer telephone account inquiries from members and process their requests for: funds and transfers between accounts check reorders, order check copies, payroll allocations, stop payment orders and membership file updates. The Representative will open new accounts by mail and quote IRA/CD rates and basic information. He/she will quote values of vehicle from the NADA book, quote loan payoffs, process loan add ons and give basic loan and application information, including interest rates. Representative will be responsible for reissuing, placing blocks and holds on accounts for lost or stolen plastic cards or service abuse and will handle all general phone service to members with questions.

This position is a Monday – Saturday. The hours are M-F between 7:30am-7:00pm and 8:30-1:30 on Saturday. Shift Rotation will be required. Overtime and flexible hours may be required as needed.

Job requires cross-selling credit union products.

Comply with BSA regulations when performing all job requirements, and stay abreast of updates/requirements of BSA/OFAC/CIP through the completion of training courses assigned annually by trainer as well as meetings discussing BSA compliance activities.

## **Skills:**

This position requires the employee to work well with others and be extremely detail oriented. Basic math and money, the ability to apply common sense and the ability to reason are expected. Excellent phone skills and manners are required. Good people skills as well as oral and written communication skills are essential. 10 key by touch and typing skills are required.

High school diploma or equivalent or an equivalent combination of education and experience, as well as the ability to read, analyze, and interpret technical procedures and regulations. Successful applicant will be comfortable giving simple instructions, writing short correspondence and effectively responding to questions and concerns in all areas of member involvement. A valid driver's license is required.

## **Physical skills:**

While performing this job, the employee is required to sit, and talk and hear on a telephone. The employee is frequently required to use hands and fingers, handle or feel objects, tools or controls. Standing and walking are occasionally required but extended periods of sitting are required. Specific vision abilities required by this job include close vision and adjustable focus. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

## **Supervision Received Level:**

Limited supervision

*This job description is not a complete list of all the duties and responsibilities, nor does it constitute an employment contract. Duties and responsibilities may be added, deleted, or changed at any time at management's discretion.*