Evergreen Credit Union

Structured Compensation - Job Description

Associate Member Service Center Representative

Data Year: 2019
Prepared On: 10/10/2019

Department:	Back office	Grade:	6
Reports To:	Member Service Center Manager	Classification:	Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	01/01/2010
		Revised Date:	10/10/2019

Role:

To assist in the operations of a small member service center (call center) usually 4-5 people, ensuring the center meets organizational financial, operational, service, and growth plans.

Essential Functions & Responsibilities:

E	50%	Represents the member service center as appropriate in its relationships with members by responding to inquires via phone, email, chat, online and mobile banking.
E	15%	Resolve problems, clarify issues, and escalate more in-depth member requests to other staff.
E	15%	Maintains a high level of communication between members and branch staff.
E	10%	Assists in monitoring center activities to insure they are in compliance with established credit union policies and procedures.
E	5%	Recommends additional products and services as appropriate.
E	5%	Performs other related duties as assigned.

Performance Measurements:

1. To provide informed, professional and accurate service and support to all members and associates.
2. To meet or exceed the minimum of the established center performance goals each month.

Knowledge and Skills:

Experience	Six months to two years of similar or related experience.
Education	A high school education or GED.
Interpersonal Skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
Other Skills	Must have good communication skills. Understanding of Microsoft Outlook or strong aptitude to learn. Comfort with online banking and mobile banking technology.
Physical Requirements	
Work Environment	

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature