

Evergreen Credit Union
Structured Compensation - Job Description
Member Experience Center Representative

Data Year: 2023

Prepared On: 04/27/2023

Department:	Member Experience Center	Grade:	6
Reports To:	AVP, Member Experience & Omnichannel Support Mgr	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	12/12/2022
		Revised Date:	12/09/2022

Role:

To assist in the operations of the Member Experience Center (call center environment) usually 5-7 people, ensuring the center meets operational and service expectations, while providing the best experience possible for members and non-members.

Essential Functions & Responsibilities:

- E 50% Represents the Member Experience Center as appropriate in its relationships with members and non-members by responding to inquires via phone, email, chat, online and mobile banking, or any other channel.
- 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 ensure 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 One year to three years of similar or related experience.
- Education A high school education or GED.
- Interpersonal Skills Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.
- Other Skills Must have good communication skills. Understanding of Microsoft Outlook or strong aptitude to learn. Comfort with online banking and mobile banking technology, while willing to learn and adapt as technology advances.

Physical Requirements Must possess sufficient manual dexterity to skillfully operate office equipment including but not limited to the scanner, a computer, photocopier and telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hand to finger, handle or feel objects; reach with hands and arms; balance; stoop; kneel, crawl or crouch; talk or hear. The employee may occasionally lift up to 20 pounds. Specific vision abilities are required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment General Office

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

Printed Employee Name

Date

Employee Signature