

Do you have a passion for delivering world class member experience? Evergreen Credit Union is looking for Member Experience Representative to join their busy call center. Come join a team just named a **Best Place to Work in Maine** for the tenth year in a row!

This position entails taking inbound calls to provide service to members over the phone and through email and chat. The position is primarily remote but will require the ability to come into the Portland area locations for trainings, meetings, and in the event of an internet outage in their home.

The responsibilities for this position include:

- Represents the Member Experience Center as appropriate in its relationships with members and non-members by responding to inquiries via phone, email, chat, online and mobile banking, or any other channel.
- Resolve problems, clarify issues, and escalate more in-depth member requests to other staff.
- Maintains a high level of communication between members and branch staff
- Assists in monitoring center activities to ensure they are following established credit union policies and procedures.
- Recommends additional products and services as appropriate.

The successful candidate will have the following background:

- 1+ years of previous experience in an inbound call center
- 1+ years of previous experience in a financial institution with knowledge of products and services
- Excellent communication skills with a high degree of discretion and diplomacy
- Comfort with online and mobile banking technology
- High school diploma or GED

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Beverly Frizzell-MacCallum, VP of Human Resources and Culture, at bmaccallum@egcu.org.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as well as they treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled