

Do you have a passion for creating exceptional member experiences over the phone and helping people achieve their financial goals? Evergreen Credit Union is seeking a **Senior Member Experience Representative** (Remote) to join our Member Experience Center team. Named a Best Place to Work in Maine for ten consecutive years, Evergreen offers a supportive, collaborative culture where employees are empowered to make a meaningful impact every day.

In this role, you'll serve as a trusted resource for members through phone, digital, and other remote interactions. You'll help resolve complex inquiries, identify financial solutions, deepen member relationships, and ensure every interaction reflects Evergreen's commitment to service excellence.

We're looking for a service-driven professional who thrives in a fast-paced contact center environment, enjoys solving problems, and is confident using technology and strong communication skills to deliver outstanding member experiences.

Responsibilities Include:

- Readily available on queue to provide exceptional service to both members and non-members. Answer inbound calls and respond to member inquiries promptly and professionally. Perform account servicing (balance inquiries, transactions, transfers, loan questions, debit cards, fraud disputes, advanced digital banking and bill pay support, etc.) Provide Omni Channel Member Support through phone, email, chat, secure message, website messages and other channels.
- Perform account maintenance such as opening/closing shares and CDs, advanced Bill Pay issues, uploading/reviewing insurance information, creating and maintaining loan transfers and records, review check hold release requests, and fee refund requests.
- Perform outbound calling and projects as needed such as CUDL, SNC, handling leads, etc.
- Provides escalation support and advanced digital support to all Member Experience Center staff as well as other department employees. Examples include but not limited to Bill Pay, electronic funds transfers, and complex digital resolution needs.
- Assists in monitoring center activities when the manager is not present.
- Performs other related duties as assigned.

The successful candidate will have the following background:

- 3 to 5 years of experience in call center operations, member/financial services or similar experience preferred
- Strong de-escalation and conflict resolution skills

- Strong attention to detail with excellent organizational skills
- Proficiency with Microsoft Excel and ability to manage tracking tools and systems
- Excellent communication skills with a high degree of professionalism and discretion
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- High school diploma or GED required

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 Laura Briggs, VP of Training & Development, at lbriggs@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 we 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