

Member Service Center Representative I

Role:

The Member Service Center Representative will be responsible to assist in the operation of a small member service center (call center) usually 4-5 people, ensuring the center meets organizational, financial, operations, service, and growth goals.

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

Performance Measurements:

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

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.

Please forward your resume to clestage@egcu.org.

EOE