



CALL CENTER REPRESENTATIVE

Job Post

Role: Be solution focused and interact with members and potential members in a positive and friendly manner. Trouble shoot, resolve, and process information in response to inquiries, concerns and requests about our products and services.

Essential Functions & Responsibilities:

- Interact directly with members and potential members by telephone or electronically. Answer member inquiries in a professional manner and be able to describe, demonstrate and cross sell all product and service features and benefits. Actively promote our loan products.
- Use listening skills and ask appropriate questions to determine member needs. Problem solve using credit union knowledge and resources. Remain calm under stressful situations and handle all calls with diplomacy and respect.
- Adhere to all credit union policies and procedures within our sales and service culture; keep current on all relevant changes within Extra Credit Union that affect our membership and be able to communicate changes to the membership in a positive manner.
- Follow up on member interactions to complete the service experience. This includes outbound calling for relationship building and sales and service opportunities,
- Performs other job-related duties as assigned.

Qualifications:

- A high school education or GED
- Six months to two years of sales-related experience; knowledge of member service principles and processes; work experience in a sales culture environment; relevant product knowledge and training.
- Above-average communication skills - verbal and written - are required, along with superior listening skills. The ability to control difficult members or situations is needed to be effective.
- Knowledge of windows-based computer applications with accurate, quick keyboarding skills is required.
- Must be a team player with the ability to manage stress.