



JOB OPPORTUNITY

Position: Call Center Representative

Department: Member Experience - Call Center

Reports to: Member Experience Manager

Pay Basis / Classification: Hourly / Nonexempt

We are seeking an excellent communicator who likes to work with people, solve problems, and answer questions. Most of the calls concern debit and ATM cards, home banking, bill pay, mobile banking, checking account transactions and other general information questions. Extra CU offers an attractive hourly wage and a great benefits package, plus an incentive plan to promote their products and services.

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. Solve problems 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 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.

Knowledge and Skills

Experience: Six months to two years of sales-related experience preferred; knowledge of member service principles and processes; work experience in a sales culture environment; relevant product knowledge and training helpful.

Education: A high school diploma or GED.

Interpersonal Skills: 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.

Other Skills: Knowledge of windows-based computer applications with accurate, quick keyboarding skills are required. Must be a team player with the ability to manage stress.