



Position Title: Call Center Representative

Department: Operations

Reports to: Call Center Lead

FLSA Classification: Non-exempt

Compensation: \$16.00 per hour

Job Summary:

The Call Center Representative's primary responsibility is to respond to member requests received over the phone and through correspondence received in the mail and email.

Supervisory Responsibilities:

None

Duties/Responsibilities:

- Performs assigned teller tasks associated with the processing of member transactions such as posting deposits, loan payments and check withdrawals.
- Responsible for following proper identification procedures, performs a variety of account transaction requests received by phone including, but not limited to, deposits, loan payments and transfers.
- Research and resolve member questions, problems and concerns by telephone, written correspondence or in person.
- May be responsible for receiving and taking applications for loan products.
- Responsible for maintaining accurate and legible record of all transactions.
- Responsible for adhering to all established policies and procedures including but not limited to Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC), Customer Identification Program (CIP), Member Due Diligence (MDD), HIPAA, ADA and other federal/state compliance regulations.
- Maintains up-to-date knowledge of credit union policies, procedures, products and services.
- Performs other related duties as assigned.

Required Skills/Abilities:

- Knowledgeable in all aspects of the Credit Union operations.
- Strong verbal and written communication skills.
- Strong interpersonal and customer service skills.
- Strong organizational skills and attention to detail.
- Strong time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.

Education and Experience:

- High School Diploma
- Minimum three to six months prior call center experience or equivalent preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- May require standing and walking 25% of the time, lifting up to a maximum of 50 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling and pushing.
- May be required to work in an environment with high noise levels and unpredictable temperature and ventilation.

The above information on this position has been designed to indicate the general nature and level of work to be performed by employees designated to this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, or physical requirements.