

First Community Credit Union

JOB POSTING

POSITION TITLE: Member Relations Specialist

POSITION SUMMARY

Provide service and solutions to callers in a friendly and efficient manner. Respond to and resolve member inquiries regarding accounts, service requests, operational-related matters and credit union products and services while providing the highest level of member service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Respond promptly to incoming calls and build rapport by greeting caller in a courteous, friendly, and professional manner.
 2. Determine nature of caller's business and personally assist the caller within the guidelines set by the department after properly authenticating.
 3. Listen attentively to the caller's needs, concerns or requests. Probe for unspoken needs, then analyze and resolve.
 4. Identify and explain additional products or services that bring value to the member.
 5. Prepare complete and accurate work using computer software programs to process member transactions and related activities.
 6. Respond to and assist with member inquiries, requests, and problems, taking ownership to resolve issues within given authority in a timely manner in accordance with member expectations and in compliance with operational and compliance procedures.
-

EDUCATIONAL/EXPERIENCE REQUIREMENTS

EDUCATION/CERTIFICATION:

- High school diploma or equivalent.

EXPERIENCE REQUIRED:

- Three years of customer service experience in a financial institution or comparable employment.
- Previous experience in a call center environment preferred.
- Previous sales experience desired.