



JOB DESCRIPTION

Member Support Center Representative (I)

Department	Member Support Center
Reports to	Member Digital Support Center Supervisor, Manager, Member Digital Support Center
Supervises	N/A

Job Summary

As a Member Support Center Representative (I), you are the helpful voice of the credit union, building positive relationships with our members through all remote channels, including phone, email, chats, and, in the future, SMS/Text Messaging and Video Chats. You are focused on providing the best service to our members remotely with various banking needs, including account inquiries, loan support, Online & Mobile Banking support, and cross-selling credit union products and services to help members reach their financial goals.

Essential Functions

- Deliver world class service to our members, potential members and credit union team members by demonstrating empathy, accuracy, timeliness, and problem-solving skills through all remote channels.
- Respond to digital written correspondence from members, maintains records, and performs other member service functions, as required.
- Answer telephone calls and meeting performance metrics including time utilization, quality of work and productivity.
- Research and correct member account problems.
- Perform a wide range of member-generated transactions.
- Complete accurate case notes of member interactions and call history.
- Is familiar with credit union policies, products and services and is able to respond to questions, cross-sell products and make referrals.
- Become an expert with supporting and troubleshooting our Online & Mobile Banking platform including Bill Pay with the goal of a “One Call Resolution” member experience.
- Coach members in the usage of credit union digital self-service tools, as appropriate.
- Contribute to department and credit union goals by handling high contact volumes and assisting the department in meeting overall Member Support Center/Contact Center Goals.

- Work and communicate effectively with team members.

Required Knowledge, Skills, and Abilities

- Must have broad knowledge of credit union services.
- Must demonstrate maturity and professionalism in dealing with members and be accurate in all transactions.
- Requires knowledge of business practices and procedures.
- Desire to help solve problems for members.
- Strong understanding of Digital Banking systems, including internet browsers and smartphones both Apple & Android.
- Strong working knowledge of relevant software including Microsoft Office, core systems, and various other software applications.
- Understand and respond to complex verbal and written communications from members, potential members and credit union team members.
- Effective communications/Member service skills.
- With accuracy, use the computer and other equipment to monitor and perform financial transactions.
- Keep all credit union and member information confidential.
- Must work harmoniously with other employees.
- Perform other duties as assigned.

Education and Experience

- High school graduate or equivalent experience.
- One year of financial services or retail/customer service with demonstrated ability to handle accounts and provide information with tact and accuracy.

Additional Requirements

- Incumbent must be bondable.

Physical Requirements

This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the

telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.