

**TITLE:** **Member Support Center Representative**

**REPORTS TO:** Supervisor, Member Digital Support Center, Manager,  
Member Digital Support Center

**SUPERVISES:** No one

**SUMMARY:** As an MSC Representative, 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.

**PRINCIPAL RESPONSIBILITIES:**

- 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.

**ESSENTIAL FUNCTIONS:**

- Delivering 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.
- Responds to digital written correspondence from members, maintains records, and performs other member service functions, as required.
- Answering telephone calls and meeting performance metrics including time utilization, quality of work and productivity.
- Researching and correcting member account problems.
- Performing a wide range of member-generated transactions.
- Completing 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 usage of credit union digital self service tools, as appropriate.
- Contributes to department and credit union goals by handling high contact volumes and assisting the department in meeting overall Member Support Center/Contact Center Goals.
- Working and communicating effectively with team members.
- Performs other duties as assigned.

#### **PHYSICAL REQUIREMENTS:**

- Lift and carry binders or paper weighing up to 50 lbs.
- Must remain seated for prolonged periods. Cannot leave work station while performing telephone related job duties.

#### **REQUIRED KNOWLEDGE:**

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 problem solve 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 other various software applications. Must work harmoniously with other employees. Incumbent must be bondable.

#### **EXPERIENCE:**

One year of financial services or retail/customer service with demonstrated ability to handle accounts and provide information with tact and accuracy.

#### **EDUCATION:**

High school graduate or equivalent experience.