

Member Connections Specialist / Call Center Representative

CCCU is looking for a Member Connections Specialist for our credit union's Call Center. You will serve as the liaison between our company and its current and potential members through phone calls, emails and chats. The successful candidate will be able to accept ownership for effectively solving member issues, complaints and inquiries, including simple banking transactions, while keeping member satisfaction at the core of every decision and behavior. You will also educate our members on credit union products and services that will help them be financially successful.

Responsibilities

- Manage large amounts of inbound/outbound calls and chats in a timely, professional and efficient manner
- Identify members' needs, clarify information, research issues and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships with members and coworkers by going above and beyond
- Contribute effectively to individual, department and organizational goals
- Possess a basic understanding of banking and/or credit union regulations
- Be positive and act as a team player within the department and the credit union
- Assist all areas of the credit union, as needed
- Follow Bank Secrecy Act (BSA) policies and procedures as they relate to this position
- Other responsibilities as assigned

Skills

- High School diploma required with Associates or Bachelor's degree preferred
- Previous experience in a customer support role/call center environment
- Proven superior customer service skills including ability to cross-sell products and services
- Strong phone and verbal communication skills, along with active listening
- Good written/chat communication skills
- Ability to multi-task, set priorities and manage time effectively
- Team player with high attention to detail, accuracy and thoroughness

Benefits:

- Health, dental and vision insurance
- Health Savings/ Flexible Spending accounts
- 401(k) and pension plans
- Life insurance and supplemental insurance
- Paid time off out of the office – Vacation time, Sick time and Paid Holidays
- Employee referral program
- Plus much more!