

# Members Choice Financial Credit Union

## Job Description

**Division/Department:** Operations

**Job title:** Member Services Officer – Call Center/Service Center

**Reports to:** Elizabeth Hittle

**Title:** Regional Relationship Manager

**Job Grade:** 25

**General Description:** The Member Services Officer – Call Center is responsible for providing “wow” level service to both members and co-workers in a call center environment. Through effective listening and knowledge of our products and services, the Member Services Officer satisfies our member’s needs and effectively resolves their concerns. The Member Services Officer personifies our Promise Principles of “Personal”, “Professional” and “Proactive” while consistently demonstrating our core values of “communication”, “integrity”, “accountability”, “teamwork” and “service experience focus.”

1. Provides assistance to members in all areas relating to their financial needs (questions, transaction requests, complaints, etc.), while assisting them in the selection of appropriate products (deposit or lending) and other services. This includes debit and credit card.
2. Exercises maintenance and servicing on all types of accounts.
3. People oriented, enjoys working with the public.
4. Exercises strong oral and written communication skills to explain Credit Union policies and to resolve basic member concerns in a professional and personable manner.
5. Evaluates member calls, resolves or directs calls to appropriate personnel as needed and adheres to the standards of service quality and statistical performance measures during all member interactions.
6. Achieves established goals for solutions and superior member service.
7. Participates actively in department meetings, contributing to the development of new programs and methods to improve effectiveness of delivery and member service.
8. Excellent in multi-tasking
9. Self-starter, can easily work with limited supervision
10. Maintains up-to-date knowledge of all federal regulations related to loans and operations.
11. May be asked to assist with other back office functions.
12. Must consistently report to work on-time, as scheduled.
13. Will be scheduled in Saturday coverage.

The ideal candidate will:

- Demonstrate conduct consistent with our Corporate Values:
  - a. *Leadership through the relentless pursuit of excellence* “own the results.”
  - b. *Respect for all, integrity always* “be open; be honest.”
  - c. *One team committed to common goals* “get there together.”
  - d. *Everyone plays* “an important part in our success.”
  - e. *Leading change through innovation* “invent the future.”
  
- Practice open **Communication** with all levels;
- Be **Accountable** by taking ownership of customer issues and responsibility for one’s actions;
- Foster **Teamwork** by cooperating and collaborating with other employees;
- Seek ways to make the workplace **Fun** for oneself & others;
- Conduct oneself with **Integrity** by being honest, trustworthy and ethical in all work activities and interactions;
- Work with a **Service Orientation** by having a genuine concern for the needs of one’s customers and by being friendly, professional and following through on commitments; and
- Demonstrate **Humility** in all interactions and remember to leave one’s ego at the door when one arrives to work.

Members Choice Financial Credit Union is an EEO/Affirmative Action Employer. M/F/Veteran/Disabled.

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**Work experience requirements:**

- Must have at least 6 to 18 months of recent financial institution experience in a call center, teller and/or new accounts representative role.
- Must have the ability to multi-task in a fast paced environment with ease and accuracy.
- Must have knowledge in Lending products and policies. (Preferred, but will train, must have strong desire to learn)
- Knowledge of Loan Service and Operational procedures. (Preferred, but will train, must have strong desire to learn)
- Must have excellent oral and written communications skills, a polished phone manner and technique as well as the demonstrated ability to cross-sell products and services to deliver solutions.
- Should have experience using Windows 7 operating system. Should also be able to use Internet

browser software, MS Excel, Outlook and call center phone systems (banking experience highly preferred).

- Should have a minimum typing level of 35 wpm.

**Education Requirements:** Minimum of high school diploma, Associate or Bachelor's Degree preferred.