



Job Title	CONTACT CENTER REPRESENTATIVE - Entry
Reports To	Contact Center Manager

PURPOSE

To provide personal member service to our members and employees through support-related functions, in accordance with established policies, procedures, and core values. In order to achieve the objectives of the Credit Union, these responsibilities shall be executed promptly, courteously, and accurately, as outlined in the Employee Handbook.

FUNCTIONS

- Responsible for member marketing of the Credit Union and knowledge of all services offered to a degree that will enable answering questions, or referring members for specific services.
- Responsible for member service directed telephone and internet inquiries including, but not limited to account information of loans, shares, share drafts, share certificates, money market accounts, IRA's rates, lending rates and terms, NADA valuation of used autos, and Shared Branching.
- Training for the cross selling of Credit Union services including, but not limited to loans, shares, share draft, share certificates, money market accounts, IRA's, VISA CheckCard, Alaska Option, Easy Access, MV Online, Shared Branching, and Matanuska Valley Financial Services.
- Becoming familiar with signing up members for Credit Union services and products including, but not limited to loans, shares, share drafts, share certificates, money market accounts, IRA's, VISA CheckCard, Alaska Option, Easy Access, MV Online and Matanuska Valley Financial Services.
- Maintain familiarity with policies and procedures, as well as regulations pertinent to job responsibilities.
- Perform other duties as assigned.

CONTACTS

Establish and maintain relationships necessary to carry out the activities of this position.

AUTHORITY

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Contact Center Manager so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent by the supervisor or by direct assignment to other personnel.

PREREQUISITES FOR THIS POSITION

- **Minimum Education:** High school graduate or equivalent.
- **Minimum Experience:** One year in general office record keeping with public contact and problem solving highly desirable. Prior experience with MVFCU may be considered in lieu of a portion of the above experience.
- **Technical Skills:** Proficient in use of computer software programs including Internet Explorer, Microsoft Word, Microsoft Excel, Microsoft Outlook and a working knowledge of Microsoft Windows required.
- **Personal Characteristics:** Must be of the highest integrity, in good health and with personal habits above reproach. Must be mature person with sound judgment, and practice effectively with people of varying levels of education and experience, and be able to communicate, both written and orally, with same. Must have a high degree of self motivation, accuracy and organizational skills. Must be able to take direction and seek counsel of supervisor as necessary.
- **Working Conditions:** Continuous alertness, precision, and concentration to ensure accuracy and thoroughness of documents and transactions. Continuous alertness of surroundings for security purposes. Frequent performing basic numeric calculations, as well as writing, reading, comparing, and analyzing. Frequent use of judgment, reasoning, patience, and negotiating in solving members' problems. Continuous use of initiative, ingenuity, and creativity in identifying member needs, solving member problems and in actively cross-selling credit union services and products. Continuous memory demands in recalling credit union policies and services, and state and federal regulations. Exposed to potentially hazardous conditions, i.e., robbery. Occasional travel is required. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when providing member services within personal cubicle or performing other duties related to the position. Occasional lifting up to 50 pounds. Occasional bending, squatting or kneeling to reach supplies on ground level.

Employee Signature

Date

Supervisor Signature

Date