



Job Title: Universal Call Center Representative I/II

Universal Call Center Representative I/II:

The Universal Call Center Representative is responsible for processes financial transactions and answering member account and service inquiries over the telephone. Assure calls are answered within a timely manner and data received and given is prompt and detailed while remaining compliant with federal and government regulations. Proactively seeks opportunities in the cross selling of credit union products and services and is actively involved in the training of new call center employees. Routinely strive to provide excellent member service but consistently base decisions on building and broadening deep member relations while remaining cognizant of USE's strategic goals.

As a Universal Call Center Representative I/II, you will:

- Provide prompt, accurate, concise and courteous responses to member inquiries relating to consumer loans and other financial transactions.
- Identify member's needs/sales opportunities.
- Provide quality service at every encounter (Shopper Reports/Call Observations).
- Provide department/team support: Coverage of MSC and Online Services queues.
- Take initiative to identify problems and deliver recommendations and solutions.
- Make outbound calls to complete PSCU Escalations.
- Provides members with information regarding current credit union and branch promotions.
- Process member transactions accurately providing a high attention to detail.
- Communicate suspected member account abuse including potential red flags, elder abuse, or regulatory issues.
- Process wire initiations accurately.
- Troubleshoot Debit and Credit card related issues including activations, fraud claims, ATM or debit card processing errors and replacement orders.
- Identify and assist in finding resolution to account/loan related inquiries. Research and rectify account problems including but not limited to fee reversals, posting errors, payroll deduction allotments/changes, and minimum payment requirements on open and closed ended loans.
- Act as liaison to member and branch/support departments.
- Directs calls to appropriate.

As an ideal candidate, you will have:

- 1 -2 years related experience and/or training required.
- Required background in customer service and sales.
- Must be able to multi-task, function in a fast paced environment and be detail oriented.
- Ability to communicate effectively in both written and oral form.
- Ability to sell products and services effectively and meet goals.
- Ability to interpret banking regulations and compliance standards.
- Ability to build & maintain relationships with internal and external members.
- Must have the ability to use Word for Windows, Excel, and other Microsoft Office applications, as well as the ability to learn new applications quickly.
- Must be able to work rotating Saturdays.
- Must be able to work 9:30am-6:00pm shift.
- Bilingual English/Spanish preferred.
- Banking and/or credit union experience preferred.
- Previous experience in a call center environment preferred.
- Consumer lending experience.