Kentucky Telco Federal Credit Union
Job Description

TITLE: **CALL CENTER SPECIALIST**

REPORTS TO: **CALL CENTER SUPERVISOR**

Position Purpose: The primary purpose of this position is to assist the Credit Union in fulfilling our mission of making a positive difference in each member's financial life. Provide information, account support, and transaction fulfillment to credit union members, ensuring the highest quality of member service.

Specific Duties:

1. Deliver high-quality, consistent service to external and internal members that fulfill our service promises.
    - Respectful, Resourceful, Attentive Responsive, Accurate, and Appreciative.

2. Identify the financial needs of the members and suggest an appropriate Credit Union solution. Cross-sell appropriate products and services to benefit the member and achieve sales goals set forth by the Credit Union.

3. Build and maintain strong member relationships by providing prompt, reliable and courteous service when assisting members with financial transactions and services.

4. Open new accounts and service existing accounts. Set up new account files and provide members with all necessary membership information.

5. Maintain an up-to-date and comprehensive knowledge of all credit union products and services. Maintain an up-to date and comprehensive knowledge on all related polices and procedures, rules and regulations, including robbery procedures.

6. Process member transactions and member's phone and mail requests. Initiate calls to members to assure quality service.

7. Interview loan applicants and insure that accurate, complete information and documentation is received and provided to applicant prior to forwarding the application to a loan officer.

8. Other duties as assigned.

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Position Requirements:

1. Minimum one year experience working in a credit union or financial institution.
2. Minimum one year call center experience.
3. Possess MSII status or will pass test within agreed upon time-frame.
4. Maintain a consistent, positive attitude by exhibiting a pleasant demeanor, smiling and welcoming members and employees.
5. Communication and interpersonal skills to effectively work with members and co-workers.
6. Ability to abide by Telco's Service Mission and Promises.
7. Ability to proficiently utilize a personal computer and applicable software.