

## **Kentucky Telco Federal Credit Union**

### **Job Description**

**TITLE:** CONTACT CENTER SPECIALIST

**REPORTS TO:** CONTACT 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 sales opportunities and enthusiastically offer credit union products that best fit and serve the member's needs. 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. Meet all performance and member service standards.
4. Answer all incoming calls in a professional and timely manner. Ensure facilitation of first call resolution and member service satisfaction in all transactions.
5. Open new accounts and service existing accounts. Set up new account files and provide members with all necessary membership information.
6. 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 policies and procedures, rules and regulations, including robbery procedures.
7. Process member transactions and member's phone and mail requests. Initiate calls to members to assure quality service.
8. 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.
9. Other duties as assigned.

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#### **Position Requirements:**

1. Prior call center experience a plus, including multitasking in an inbound call center.
2. Maintain a consistent, positive attitude by exhibiting a pleasant demeanor, smiling and welcoming members and employees.
3. Ability to abide by Telco's Service Mission and Promises.
4. Must have willingness to learn and desire to improve.
5. Must have a strong desire to help others and provide extraordinary member service.
6. Must work well in a team environment.
7. Must have a high energy level and strong sense of urgency.
8. Must have excellent verbal and written communication skills, professional manners, and strong organizational skills.
9. Must be able to work in a fast paced and highly engaged environment. Must be decisive and offer logical solutions.
10. Must be able to interact with multiple online systems while speaking to members.
11. Must have working knowledge of Microsoft Office products and Internet Explorer.