**PSE Credit Union**

**Job Description**

**Job Title:** Call Center Representative

**Reports To:**  VP of Branch Services

**Description:**

The position will provide information and customer service concerning the credit union and its products and services to credit union members, ensuring the highest quality of member service.

**Responsibilities:**

* Serve members by providing service and information in professional, and efficient manner via telephone or correspondence.
* Continuously check member service voicemail and reply to these calls accordingly.
* Research and solve routine member questions, problems, and complaints concerning credit union accounts.
* Assist members with remote access.
* Mail, Fax, or e-mail appropriate documents to members and prospective members.
* Cross-sell credit union products and services when appropriate.
* Accountable for researching member inquiries to ensure proper follow-up and satisfaction.
* Ensure that all credit union member and employee-related business is kept in the strictest confidence.
* Treat all credit union members and employees with a positive and collective attitude.

**Qualifications:**

* Strong attention to detail
* Possess effective interpersonal, leadership and managerial skills
* Excellent multitasking and organization skills
* Ability to communicate clearly and effectively, both verbally and written