

## **Call Center Representative**

### **SUMMARY:**

Responsible for answering member inquiries received through the telephone call center. Inquiries may include selling credit union products, resolving disputes, handling transactions, or assisting the member to purchase and use new products and/or services.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Answers telephone inquiries from members regarding loan and deposit services; credit, debit and ATM cards; account information, transfer requests, withdrawals, stop payments, check supplies; or any other member request concerning products and services of the credit union.
- Responds to the members' inquiries regarding the operation of accounts, access to services, account usage charges, interest rates on savings and loan products, resolving account discrepancies, and assisting members to make the most effective use of services offered by the credit union.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)