

First Financial Federal Credit Union

Job Opportunity

Job Title: Member Relationship Center Representative/Call Center

Salary Range: \$19-\$20/hour

Summary: This position requires a pleasant, outgoing and confident manner. The skills and job knowledge mirror that of a Member Services Officer, except the job responsibilities are carried out via telephone rather than in person.

Responsibilities:

- Answers general member phone requests and/or questions.
- Responds to member problems and issues.
- Resolves member issues whenever able, or refers member to the appropriate department for assistance.
- Services member transaction requests and opens new accounts, including checking, sub-accounts, share certificates, and money market accounts.
- Evaluates needs of members and offers appropriate financial products and services.
- Has the ability to post transactions and update member and loan information.
- Basic research of accounts to resolve discrepancies.
- Performs settlement of deceased accounts via mail.
- Assists members in setting up distributions of payroll and direct deposit via mail.

Qualifications:

- Superior customer service skills.
- Requires full knowledge of credit union products and services.
- High level of interpersonal skills.
- Good reasoning ability/problem solving skills.
- Solid math skills - able to compute rates, ratios, and percentages.
- Team oriented - contributes to building a positive team spirit.
- Speaks clearly and has strong written and verbal communication skills.
- Good computer skills.
- HS/GED and 2 years related experience.
- Credit Union University, Product & Service Training.
- Available to work Saturdays.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled