

First Financial Federal Credit Union Job Posting

Position: Full Time Member Relationship Center Representative

Department: Member Relationship Center (Call Center)

Location: Corporate – Freehold/Howell

General Summary:

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

Job 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 employee 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 on the PC 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

Requirements:

- 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 rate, ratio, 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 yrs related experience
- Credit Union University, Product & Service Training
- Works 2-3 Saturdays a month

Equal Opportunity Employer/Veterans/Disabled