

## **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 the 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 staff member for assistance
- Services Member transaction requests and opens new accounts, including Checking, Sub-Accounts, Share Certificate, and Money Market accounts
- Evaluate needs of members and offer appropriate financial products and services
- Has the ability to post transactions in the PC and update member information and loan information
- Basic research of accounts to resolve discrepancies
- Perform settlement of deceased accounts via the mail
- Assist members in setting-up distributions of payroll and direct deposit via the 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 Saturday's a Month