

Job Title	Contact Center / Live Teller Machine Rep
Short Description	<p>The primary purpose of this position is to deliver excellent service to our members by utilizing leading edge technology. LTM Representatives will provide teller assistance to members from a centralized location through video transmission via the Live Teller Machine (LTM). Serves the member and internal credit union resources in an accurate, professional, courteous, efficient manner and demonstrates our member service promises in every communication.</p>
Full Description	<p>We are seeking a full time Contact Center / Live Teller Machine Representative:</p> <p>The primary purpose of this position is to deliver excellent service to our members by utilizing leading edge technology. LTM Representatives will provide teller assistance to members from a centralized location through video transmission via the Live Teller Machine (LTM). Serves the member and internal credit union resources in an accurate, professional, courteous, efficient manner and demonstrates our member service promises in every communication.</p> <p>Major Duties and Responsibilities</p> <p>Delivers high quality service to both internal and external members, as defined by our Service Promises. Assists members and potential members with their telephone requests; answers questions about products and services and resolves problems that are within their authority to resolve; refers problems that are beyond their authority to their supervisor, along with their recommendations. Identifies member needs and suggests credit union solutions. Assures that appropriate records are maintained and required reports are prepared. Maintains member account information on computer system. Processes financial transactions through video transmission via the LTM. Performs end of day balancing according to procedures. Must comply with applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control. Follows established company policies and procedures, including but not limited to: Sarbanes Oxley controls, Business Ethics and Standard of Conduct, Electronic Communications, Confidentiality and Privacy. Required to attend or participate in necessary compliance training. Create and maintain a clean, neat, pleasant work environment by maintaining a professional look (i.e. dress, posture, attitude, etc.), positive outlook and behavior toward members and co-workers. Supports credit union growth by identifying cross-selling opportunities, selling new or additional products of services that meet members' needs. Provides support to Electronic Services Team as needed. Perform other duties as assigned. Must be willing to work 2 or more Saturdays per month.</p> <p>Knowledge & Skills</p> <p>Experience</p> <p>Six months to two years of similar or related experience, including</p>

time spent in preparatory positions.

Education/Certifications/Licenses

A high school degree or GED is required.

Interpersonal Skills

A significant level of trust and diplomacy is required to be an effective subject matter expert in the position. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors of a sensitive and/or highly confidential nature is a normal part of the day-to-day experience.

Communications can involve motivating, influencing, educating and/or advising others on matters of significance.

Other Skills

- Bilingual abilities are a plus.
- Enthusiastic individual who can respond to high volume of inbound transactions.
- Excellent listening skills with attention to detail.
- Excellent communication skills – written and verbal.
- Strong computer skills and comfortable with multi-tasking and navigating multiple systems and web applications.
- Ability to handle confidential information.
- Proven ability to learn a vast amount of information quickly and independently.
- Exhibits patience and the ability to diffuse situations when handling irate members.
- Handles stress well and remains calm in an ever-changing fast-paced environment.
- Enjoys a challenge, learning new technology and working with people.

ADA Requirements

Physical Requirements

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 5 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours whenever required or requested by management. Must be capable of local travel as driver and travel by commercial airlines, rental vehicles and public transportation and be able to lodge in public facilities. Must be capable of regular, reliable and timely attendance.

Working Conditions

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and

follow oral instructions. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Education	A high school degree or GED is required.
Additional Comments	You can apply via our career website at https://121fcu.org/careers/?gnk=job&gni=8a78859f7bc19d5e017bc203906517c8&gns=Other
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Expiration Date	03/01/2021