

<b>Job Title</b>	Member Care Agent
<b>Short Description</b>	Receives incoming calls and respond to members questions and/or requests. Presents additional products, services or resources to the members. Provides direct support services and resolves issues for the members or connects them with the appropriate team member for assistance.
<b>Full Description</b>	<p><b>ROLE:</b></p> <p>Receives incoming calls and respond to members questions and/or requests. Presents additional products, services or resources to the members. Provides direct support services and resolves issues for the members or connects them with the appropriate team member for assistance.</p> <p><b>DUTIES / RESPONSIBILITIES:</b></p> <p>Answer incoming calls, determines the needs of the caller and verify the caller's identity, minimizing the caller's time and effort in resolving their concern.</p> <p>Perform teller functions for members (i.e. transfer funds between accounts and/or loan, stop payments, close and reorder debit cards, provide balances and last five transactions) to assure member's needs are addressed in a polite and friendly manner.</p> <p>Resolving member issues and escalating when needed to the appropriate staff member.</p> <p>Identify products/services that might be beneficial to and provides information about their value and benefit. Cross-sell Call 24, online banking, and bill pay services and assist members in setting up online banking enrollment and understanding the e-statement process.</p> <p>Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.</p> <p>Minimum of one year of customer service experience. Banking experience preferred.</p> <p><b>EDUCATION:</b></p> <p>A college degree will satisfy the requirement for 2 years of experience required.</p> <p><b>EDUCATION/CERTIFICATIONS/LICENSES</b></p> <p>High School Degree or GED.</p> <p><b>INTERPERSONAL SKILLS</b></p> <p>Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving and obtaining information, as well as advising or referring, which commonly require shorter discussions.</p> <p><b>PHYSICAL REQUIREMENTS</b></p> <p>Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 5 lbs. Must be capable of climbing /</p>

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 complete basic mathematical calculations, spell accurately, and understand computer basics. 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.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ASE Credit Union is an Equal Opportunity Employer

<b>Education</b>	High School Degree or GED.
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#### **Additional Comments**

<b>Credit Union</b>	ASE Credit Union
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<b>State</b>	Alabama
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<b>Expiration Date</b>	03/01/2022
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