

**Position**

Delta Community Credit Union  
Member Care Center Agent  
3350 Riverwood Parkway  
Atlanta, GA 30339

Full Time

Click [here](#) to watch the brief video "Day In The Life Of The Member Care Center".

**Job Description**

Delta Community is one of the largest and fastest growing credit unions in Georgia. Our rapid growth has created additional career opportunities within the organization. We are looking for energetic, flexible, and service oriented individuals for the following position.

The Member Care Agent provides quality assistance for all members using the telephone and secure email channels. The Member Care Agent serves as the member's integral contact for all financial services including membership applications, new accounts, loans and all services associated with Delta Community products. The agent also uses listening skills to assess member needs and cross sells various products and services that will benefit the member including; checking accounts with check card, credit cards, deposit products and consumer loan products. In addition to production and quality expectations, the agent is accountable for the development and enhancement of DCCU relationships by providing measurably superior customer service. The successful candidate must be willing to work a full-time schedule with shifts that run from 7 am to 8 pm and may include the potential of evenings, Saturday, and some holidays.

Practices safety conscious behaviors in all operational processes and procedures.

**Essential Functions:**

- Assist a high volume of members per day via incoming delivery channels.
- Resolve members' issues effectively.
- Respond to inquiries on member accounts which may include balance inquiries, transfers, payment processing, open additional accounts for existing memberships, referrals and cross sell products, etc.
- Respond to secure mail, as assigned.
- Production and quality expectations to include average talk time, hold time, after call work, quality assurance and schedule adherence.
- Maintain proficiency in deposits, loan, and other ancillary products.

**Other**

- This description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.
- This job description is subject to change at any time.

## **Job Qualifications**

### **Basic/Ideal or Required Minimum Qualifications:**

- High School diploma or equivalent.
- 1+ years' of customer service and/or sales experience.
- Provide a consistent, courteous and positive member service experience.
- Demonstrate effective interpersonal skills such as strong verbal and written communication skills.
- Ability to multi-task in fast paced and diverse environment.
- Sales and goal oriented focused.
- Strong organizational and time management skills.
- Be detail oriented and work with minimum supervision.
- Proficient in Word, Outlook and Internet Explorer.
- Promote a collaborative, cooperative, and productive working environment.
- Perform essential job functions, including the ability to sit approximately 8 hours a day.
- Demonstrate knowledge of credit union products, services, systems, policies, and procedures.
- Complies with all Credit Union policies and procedures including those related to Bank Secrecy Act.

### **Preferred Qualifications:**

- Bachelor's degree in Business or a related field.
- 2+ years' experience in a call center.
- 1+ years' experience in a financial sales and service environment.

### **Employee benefits include:**

- Medical, Dental and Vision Coverage
- Voluntary Insurance Coverage
- 401(k) Plan with Company Match
- Vacation, Holidays and Personal Time Off
- Discount on Gym Membership

Please access the link below in order to complete our employment application which will allow you to be entered into our applicant tracking pool for the Member Care Center Agent position.

[Delta Community Credit Union - Member Care Agent Req # 1567](#)

Delta Community Credit Union – Recruiting Team