

Family First Credit Union
Title: Call Center Representative
Full Time

Family First Credit Union is seeking an energetic and self-motivated person to join our credit union family.

Responsibilities:

- Serve membership by providing services and information in a pleasant, professional, and efficient manner via telephone or correspondence.
- Continuously check member service voice mail and reply to these calls accordingly.
- Research and solve routine member questions, problems, and complaints concerning credit union accounts.
- Verify accounts, open/close accounts, accept loan applications, process stop payments on share draft accounts, order cards, and answer questions regarding share accounts, share drafts, VISA cards, ATM cards, IRAs, etc.
- Cross-sell credit union products and services when appropriate.
- Assist members with basic questions regarding their loans. Comply with all aspects of BSA/AML and OFAC regulation.
- Assist members with home banking.
- Mail, fax, or e-mail new member applications, loan applications, and/or information to members and prospective members
- Responsible for researching member inquiries to ensure proper follow up and satisfaction.
- Treat all credit union members and employees with a positive and cooperative attitude.

Job Requirements:

Education and experience

- High School graduate, college degree desirable.
- Previous Call Center or PBX Operator experience preferred.

Knowledge and skills

- Strong verbal and written communication skills
- Computer knowledge
- Ability to multi task
- Strong interpersonal skills
- Strong Customer Service skills

All interested candidates please send resume to search@ffcuga.org