

<b>Job Title</b>	Call Center Representative
<b>Short Description</b>	Looking for an enthusiastic, team player for our Phone Center to assist members with teller, loan, process consumer loan applications and other account and internet requests. Must have excellent communication skills and pleasant speaking voice. Minimum six months comparable experience required; teller experience preferred.
<b>Full Description</b>	<ol style="list-style-type: none"> <li>1. Answer incoming calls and process requests, or forward the call to the appropriate staff member.</li> <li>2. Provide all general information regarding credit union products and services and cross-sell these services.</li> <li>3. Perform transactions as required including transfers, check requests, Certificate Account (CD) renewals and terminations, statement and check requests, verifications and wire transfers.</li> <li>4. Perform loan duties as required including quoting interest rate/term information, calculating and quoting payments/payoffs, initiating loan applications, etc.</li> <li>5. Provide all information on eligibility for membership, locations and hours of service.</li> <li>6. Analyze all account screens and information to accurately handle member account concerns.</li> </ol>
<b>Education</b>	1-2 years of related experience and/or training;
<b>Additional Comments</b>	Please send resume to <a href="mailto:hr@gcfcu.org">hr@gcfcu.org</a>
<b>Credit Union</b>	Gold Coast Federal Credit Union
<b>State</b>	Florida
<b>Contact Name</b>	Lou Ann Leonard
<b>Email</b>	<a href="mailto:hr@gcfcu.org">hr@gcfcu.org</a>
<b>Phone</b>	561-491-2515
<b>Fax</b>	
<b>Expiration Date</b>	10/31/2021