

Job Title

Member Engagement Center Service Representative

Short Description

RadiFi Credit Union (formerly Jax Federal Credit Union) is seeking a Member Engagement Center Service Representative to be a contributing member of a full-service Member Engagement Center, serving as the primary resource for a wide range of service related needs and redirection of calls. This includes performing teller transactions, member services, answering and re-directing phone calls to requested areas, assisting members with digital banking and bill pay, as well as identifying member needs for referral of products and services. Assists members with debit card disputes and fraud.

Full Description

RadiFi Credit Union (formerly Jax Federal Credit Union) is seeking a Member Engagement Center Service Representative to be a contributing member of a full-service Member Engagement Center, serving as the primary resource for a wide range of service related needs and redirection of calls. This includes performing teller transactions, member services, answering and re-directing phone calls to requested areas, assisting members with digital banking and bill pay, as well as identifying member needs for referral of products and services. Assists members with debit card disputes and fraud.

Location: Park Street Branch; 562 Park St., Jacksonville, FL 32204 (After 6-12 months on-site, hybrid work may be available.)

Status: Full-time (approximately 40 hours per week)

Major Duties and Responsibilities:

Handles member questions, general inquiries, and complaints, with the highest degree of courtesy and professionalism to resolve member issues with first call resolution. Efficiently uses resources to answer account questions, processes transactions and redirects calls, serves as members resource for general questions about products and services; multi-tasks to follow up on clerical duties which may include faxing, photocopying, imaging documentation and other office clerical duties as requested.

Opens new sub-accounts, including preparation and

processing of account paperwork, including account cards, identification, etc. Handles tier two or escalated member questions for debit card disputes and fraud. Identify sales/service opportunities to be referred to Member Engagement Center Sales and/or Investment Services department. Works with other departments as needed and performs other related duties as assigned. Attend meetings and training.

Knowledge and Skills

Experience:

Minimum 6 months of customer service or prior call center work. Financial service experience preferred.

Education/Certifications/Licenses:

A high school education or GED.

Interpersonal Skills:

A significant level of trust and diplomacy is required in addition to normal courtesy and tact. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information that may require some discussion.

Other Skills:

Good listening and telephone etiquette; customer service skills, computer keyboarding and PC/technology acumen, attention to detail and good judgment.

ADA Requirements

Physical Requirements:

While performing the duties of this job, the employee is

regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Working Conditions:

The noise level in the work environment is usually moderate.

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.

Acknowledgment

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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Job description is not a contract and should not be constructed as a guarantee of employment for any period of time.

We are an Equal Opportunity Employer and do not

discriminate against employees or applicants based on race color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

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| Education | A high school education or GED. |
| Additional Comments | Apply online by visiting: https://www.radificu.org/careers/ |
| Credit Union | RadiFi Credit Union |
| State | Florida |
| Contact Name | Aimee Haga |
| Email | ahaga@radificu.org |
| Phone | 904-475-8023 |
| Fax | 904-350-9356 |
| Expiration Date | 06/23/2023 |