



Member Service Call Center Representative – Independence, Ohio

Century Federal Credit Union, established in 1948 and one of the largest credit unions in Northeast Ohio and voted as one of the Best Credit Unions to Work for, has an opening for a full-time Member Service Center Representative (MSCR).

The Call Center Representative's role is a fast-paced and challenging position that relies on the ability to think and react quickly, formulate creative solutions to pressing problems, and serve members with dedication. MSCR's will interact with members to address and resolve inquiries by taking ownership of the member experience.

Ideal candidates will be flexible, enthusiastic, hardworking individuals with a sincere appreciation for people and an empathetic communication style to proactively contribute to the branch relationship building and customer service goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer and document incoming calls.
- Respond to member inquiries (internal and external), via telephone, email and written correspondence.
- Adheres to the call center talk time, handle ratio, and customer service survey requirements.
- Process transaction requests such as but not limited to: stop payments, fee reversals, account transfers, encoding errors, balance inquiries, pay by phone, wires and closure of accounts.
- Perform limited MSR duties such as update member information and provide follow-up when necessary.
- Take loan applications, via telephone, and forward to appropriate branch for processing.
- Set-up ATM and Debit cards, including any necessary account maintenance.
- Review daily ATM/Debit and Visa reports to ensure procedures and policies are followed and to minimize security risks.
- Assist members with online banking, set-up bookmarks, enroll computers, and troubleshoot problems.
- Cross sell credit union products and services.

JOB REQUIREMENTS

- Knowledge of credit union products and services.
- 1-2 years customer service experience (preferably in the financial industry).
- Computer literacy.
- Excellent verbal and written communication skills.
- Exceptional problem-solving skills.
- Ability to multi-task.
- Outstanding interpersonal skills.
- Ability and willingness to cross sell products and services.
- High School diploma, advanced education a plus.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background check and drug screen.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect. "Together We're Better" is our motto.

We are an Equal Opportunity Employer