



Elevate * Empower * Enrich

CONTACT CENTER/MEMBER SERVICE REPRESENTATIVE (MSR)

As a Contact Center/ Member Service Representative (MSR) you will be the first line of contact for TCCU members, providing exceptional service to our members and prospective members in a role that combines both Teller and Personal Banker functions. You'll engage with our members and prospective members to build relationships, use your problem-solving skills to identify needs, and educate them on products and services that will improve their financial well-being and quality of life. You will also support some functions of digital services to enhance your knowledge and improve member service.

Qualified candidates will have experience in the teller and member service areas in a financial institution or related money service business.

Essential Functions and Responsibilities:

- Provide enthusiastic, professional, quality, prompt and courteous service to members, prospective members, and TCCU team.
- Process a variety of transactions in various settings that may include in person, video conference, chat and telephonic engagement channels.
- Primarily act as a Contact Center Representative to handle incoming requests from members via this channel.
- Maintain control of cash and negotiable instruments in accordance with policies, procedures and regulatory laws, as needed to support the MSR function.
- Assess all deposits for potential fraud and each interaction for impersonation, to mitigate fraud losses.
- Assist members and prospective members with needs that incorporate other internal departments, such as Consumer Lending, Mortgage and Credit Union Service Organizations, and comply with applicable policies, procedures, and regulatory laws.
- Qualify members and assist with opening, updating, and closing accounts, and maintain a current working knowledge of the TCCU Membership and Account Agreement.
- Engage with members and prospective members by cross-serving products and services to enhance their financial well-being and ensure a current working knowledge of product benefits and features.
- Promote product engagement by demonstrating continued and sustained initiative to learning and offering products and services to members by using communication and listening skills to determine member needs.
- Employee must support TCCU's culture to ensure TCCU standards are achieved or exceeded.
- Observe safety and security procedures, and report potentially unsafe conditions.

Requirements:

- High School diploma or GED
- Six months of work experience (financial institution, customer service or sales experience preferred)

- Excellent communication and interpersonal skills
- Must be able to solve problems, make timely and informed decisions, and apply common sense to carry out detailed written or oral instructions.
- Proficient in using PC, software and other office equipment.
- Employee must maintain continual eligibility for bondability.
- While performing the duties of this job, the employee is regularly required to stand or sit for extended periods of time.
- Requires good vision (correctable), hearing, and manual dexterity; must be able to reach with hands and arms; must be able to speak clearly.
- Attendance and promptness is pertinent, must be able to work a flexible Monday through Friday schedule and cover staff at any location if a business need arises.

All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, or other legally protected status.