



Federal Credit Union

## Atlantic FCU Job Description

### Position – Member Service Center Specialist I

Department: Member Service Center	Reports To: Member Service Center Manager
Position Grade: 6	Supervisory Position: No
Classification: Non Exempt	Revision Date: 2/20/2018

**Role:** This position shall be responsible for servicing Atlantic FCU members via the Electronic Services (E-Services) channel. E-services, for the purpose of this job description is defined as business that is conducted over the telephone, email, or internet. This position will provide information, suggestions & solutions to members and prospective members using remote communication methods. This position will deliver a high level of prompt, efficient and friendly member service as well as adhere to all corporate policies and standards. This position will also assist in special action items as needed (at the direction of the Member Service Center Manager). This position will also serve as a backup to the Deposit Operations area during absences, vacations and peak load times.

### Essential Job Functions & Responsibilities

40%	<p><b>Telephone Support:</b> This position serves as the central landing area of all incoming Atlantic FCU external telephone traffic. Member Service Center specialists will be expected to maintain sufficient product knowledge to effectively service the majority of calls coming into the Member Service Center including but not limited to performing transactions, handling balance inquiries, stop payment requests, debit card related maintenance, upselling products and services and effectively problem solving account related issues with a high degree of courtesy, promptness &amp; accuracy. Responds to loan questions, electronic cash management payments, wire transfers &amp; CD renewals.</p>
30%	<p><b>Online Banking Support:</b> This position serves as the central administration area for all Online Banking (including mobile) inquiries and trouble-shooting. Member Service Center Specialists will be expected to respond to all email communications from this channel within a 2 hour time frame or better. Member Service Center Specialists will also assist member trouble shooting various issues within the channel (including the E-Statements platform). Creates preference records, assists members with OLB &amp; Mobile connectivity.</p>
10%	<p><b>Online Account Opening &amp; Lending:</b> This position handles all incoming online account activity generated through the online channel. If necessary, coordinates workflow of these applications through appropriate branch Financial Services Reps. Responds to general questions in Catch all category, assist setting up members in OLB program, resolves member issues with OLB program functionality.</p>
10%	<p><b>Bill Payer Support:</b> This position serves as the central administration area for AFCU's Bill Payer program. This position is primarily responsible for enrolling/un-enrolling members in the Bill Payer service – ensuring all requests are acted on in a 24 hour timeframe. This position also works with the Atlantic FCU membership to troubleshoot any other issues relating to this service to include payment issues, setting up payees, payment research &amp; stop payment processing.</p>
5%	<p><b>Sales &amp; Service:</b> Supports all AFCU campaigns, making outbound service and sales calls.</p>

5%	<b>Other Duties:</b> Performs other duties as assigned.
<b>Core Competencies &amp; Performance Measures</b>	
1	<b>Member Service Excellence:</b> Ability to respond to or anticipate member needs as outlined in our Mission, Values and Service Standards.
2	<b>Builds Collaborative Relationships:</b> The ability to develop, maintain and strengthen partnerships with those in and out of your department, the credit union and externally.
3	<b>Communication Skills:</b> Can use language effectively and respectfully both in written and verbal form.
4	<b>Creative Thinking:</b> Ability to look outside the box and develop new strategies.
5	<b>Forward Thinking:</b> The ability to anticipate the implications and consequences of situations along with the willingness to try new ways and ideas.
6	<b>Problem Solving:</b> Independently solves problems while ensuring rules and policies are followed.
7	<b>Fosters Teamwork:</b> Readily seeks opportunities to unite with team to achieve enhanced results.
8	<b>Risk Assessment:</b> Takes action to evaluate and minimize risks to the members, staff and credit union.
9	<b>Personal Credibility:</b> Takes responsibility for own actions, reliability, trustworthiness and leadership.
10	<b>Technical Intuit:</b> Is skilled and knowledgeable in the systems needed to perform job function.
<b>Experience, Education, Interpersonal Skills &amp; Knowledge Requirements</b>	
Experience	Six months to two years of similar or related experience.
Education	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 extensive personal contact with others and/or is usually of a personal or sensitive nature. Must demonstrate excellent listening skills.
Knowledge Requirements	Written/verbal communication skills are critical. Functional with software packages including MS Office and core processing.
<b>Physical Requirements &amp; Environmental Surroundings</b>	
The physical requirements of this position are minimal lifting, a reasonable amount of work at a sit/stand station with computer screen and general phone work with head set as desired. A comfortable temperature, good lighting and clean environment. A positive culture is present and practiced while encouraging each individual to contribute to that team while strengthening professional growth.	
<b>Travel</b>	
A minimal amount of travel is required for this position. Travel time for non-exempt employees will be paid at their current hourly rate.	
<b>Important Information Regarding This Job Description</b>	
This Job Description is not a complete statement of all duties and responsibilities. While not all inclusive, it is written in good faith and knowledge that duties change during the course of time and will be reviewed annually.	