Chicago Municipal Employees Credit Union

Contact Information

Contact: If you are interested in this employment opportunity, please e-mail your resume to careers@cmecuonline.org, fax to 312-236-0962 or mail to, Chicago Municipal Employees Credit Union, 33 N. LaSalle, Ste. 300, Chicago, IL 60602.

Chicago Municipal Employees Credit Union is currently seeking two self-motivated individual s who can work independently and have the drive to move ahead to join our Call Center Team. We are located in downtown Chicago. Our Credit Union is growing and committed to employee growth and customer satisfaction. Contact: If you are interested in our employment opportunities, please e-mail your resume to careers@cmecuonline.org, or fax to 312-277-7698

Title: Call Center Representative/Collector
Department: Member Relations Mgmt.
Date: December, 2010

Reports To: Call Center Supervisor
Supervises: None
FLSA: Non-Exempt

Job Summary: Serves as liaison between member and credit union via telephone. Provide information and customer service concerning the credit union and its products and services to credit union members, ensuring the highest quality of member service. This position also is responsible for controlling delinquent loan accounts and pending late payment reminders. Makes follow-up telephone calls on delinquent loans, maintains accurate records on delinquent loan accounts, updates and logs activity on accounts through core operating system; Symitar, and services overdrawn accounts

Essential Functions:

- Represents credit union to members in a courteous and professional manner and provides prompt, efficient and accurate service in the processing of transactions
- Respond to members' requests, problems, and complaints concerning credit union accounts
- Provide routine information on credit union services and policies
- Maintain account relationships through timely and accurate posting of member transactions
- Cross-sell credit union products and services when appropriate
- Process loan applications
- Maintain a working knowledge of credit union history, philosophy, policies and procedures
- Other duties as assigned to accomplish the goals and objectives of the Member Relations Management Department and the Credit Union.
- Contact delinquent members via telephone and mail to determine the reasons for delinquency and assist them in developing plans to bring accounts to current status
- Notify co-signers regarding status of delinquent accounts
- Update and log activity on accounts through delinquent loan recovery system
- Obtain credit bureau reports
- Research payroll deductions, stops, starts, and changes
- Service all overdrawn accounts
- Assist members with delinquent loans to resolve delinquency
- Maintain a working knowledge of credit union history, philosophy, policies and procedures
- Other duties as assigned to accomplish the goals and objectives of the Collections department and the Credit Union.

Qualifications: High School diploma required. Some experience in a Call Center setting preferred. Must have strong interpersonal and customer service skills. Advance proficiency in Excel, Word, PowerPoint and Microsoft Outlook.

Physical Demands and Work Environment:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel objects, or controls. The employee frequently is required to talk or hear. The employee is occasionally required to stand, walk, reach with hands and arms; and bend.

- The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

- The noise level in the work environment is usually moderate.

The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.