

Chicago Municipal Employees Credit Union

Job Description

Title: **Call Center Representative**

Department: Operations

Date: January 2021

Reports To: Branch Supervisor

Supervises: None

FLSA: Non-Exempt

Job Summary: Having been in business for more than 95 years, Chicago Municipal Employees Credit Union is the oldest active credit union in the state of Illinois. This stable environment helps us to work together and provide superior service to our membership. The call center representative 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 superior quality of member service.

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
 - ❖ Professionally and accurately communicating with members via phone or email
 - ❖ Respond to members' requests, problems, and complaints concerning credit union accounts
 - ❖ Provide routine information on credit union services and policies
 - ❖ Cross-sell credit union products and services
 - ❖ Processing online loan applications
 - ❖ Online/Mobile Banking and Bill Payment, Online Account Opening, Mobile Check Deposit
 - ❖ Maintain a working knowledge of credit union history, philosophy, policies and procedures
 - ❖ Meeting and/or exceeding assigned monthly sales goals
 - ❖ Provide back-up teller coverage at branch locations
 - ❖ Other duties as assigned to accomplish the goals and objectives of the Operations Department and the Credit Union.
-

Qualifications:

- High School diploma required.
 - 2 years call center experience in a financial institution
 - 2 years of sales experience
 - 2 years of teller or cash handling experience
 - Must be professional and enthusiastic
 - The ability to work in a fast paced environment while maintaining attention to detail
 - Must have strong interpersonal and customer service skills.
-

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.

CMECU offers a competitive salary and benefits package including medical, dental, vision, life insurance and 401(k). To apply email resume to: Careers@cmecuonline.org, fax to: 312-236-0962 or mail to: CMECU, 18 S Michigan Ave, Ste 1000, Chicago, IL 60603, Attn: Human Resources
