

## **Full-Time Member Support Professional I**

**Details:** grade 6, non-exempt, Full-Time (to include Saturday work)

- 9:00 am - 6:00 pm Monday-Thursday
- 10:00 am – 7:00 pm Friday
- 8:00 am - 2:00 pm Saturday

**General Job Duties:** Is under the general direction of the Member Support Branch Manager and Member Support Assistant Manager. The Member Support Professional role is to receive incoming calls and determine the products, services or resources that the caller requires (or could benefit from), then provide direct support services to members; or, connects them with the staff representative in the appropriate department who can provide them the specific assistance they need, thereby creating a positive interaction with the member. Responsibilities will include but not be limited to; professionally answering phones and providing quality member service, sending Bank-to-Bank wires, Western Union Money Orders, member check orders, member stop payments, and professionally assisting members via Personal Teller Machine. Duties of the PTM's include but not limited to; Deposits, withdrawals, loan payments, cashing checks and other duties to ensure quality member service.

### **Experience/Requirements:**

Six months to two years of similar or related experience, including time spent in preparatory positions, preferred.

High school degree or GED required.

### **Qualifications:**

Communication skills (verbal and written), be dependable, have great people skills, good telephonic skills, strong sales skills, good organizational skills, clerical skills and typing skills. Must possess a positive attitude, professional image and behavior and be a strong "TEAM PLAYER". Knowledge of ALL products and services offered by the Credit Union. The ability to perform detailed work functions with a minimum amount of error.

*Infuze Credit Union is an Equal Opportunity Employer of women, minorities, protected veterans, and individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*