

Oklahoma Community Credit Union - Website Job Posting – July 6, 2022

Contact Center Representative I

ROLE:

To provide members with exceptional service through digital channels and over the phone as well as back up lobby functions as needed. Explains services, respond to problems, and direct members to the appropriate team members. May assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments in branches as well. Compliance with Bank Secrecy Act, OFAC and USA PATRIOT Act including accurate completion of CTR, Monetary Instrument Log, following the Customer Identification Program for new customers, monitoring for and reporting suspicious activities to Supervisor or Compliance Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist members with inquiries through digital channels and over the phone. Including answering questions about accounts, products and services and resolving problems that are within their authority to resolve. Refers problems that are beyond their authority to coworkers or their supervisor, along with their recommendations.
- Receives and processes member requests via phone or electronic communications, including but not limited to virtual wires, online address changes, and electronic approvals. Has high-level knowledge and solve problems related to online banking and other electronic services, such as BillPay.
- Post transactions to member accounts, maintains member records, and performs check off functions of deposit operations.
- Cross-sells Credit Union services, including deposit, loan, and credit card services.
- Reviews member's financial digital transactions such as electronic card services and fraud.
- Balances cash drawer and daily transactions.
- Performs a variety of miscellaneous tasks including typing, filing, computer input and answering emails.
- Performs other job-related duties as assigned and adhere to all BSA procedures put in place by the Credit Union.

KNOWLEDGE/SKILLS/ABILITIES:

- Provide friendly, professional, personal service to all customers and associates.
- Open all accounts, certificates, and other credit union products or services accurately, ensuring all related forms and documents are completed and filed/scanned in a timely manner.
- Troubleshoot and resolve customer and internal inquiries in a timely, friendly and accurate manner.
- Proactively seek opportunities to identify appropriate products and services for the betterment of the member.
- Balance your drawer daily, staying within the Member Services Outage Policy.
- Accurately post transactions.
- Maintain a dependable record of attendance and timeliness.
- Maintain a professional work environment and businesslike appearance.

QUALIFICATIONS:

- One month to twelve months of similar or related experience.
- A high school education or GED.
- Interpersonal skills including courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization.

This job posting is not a complete statement of all duties and responsibilities comprising the position.

Applicants must complete an online job application at www.okcommunitycu.com.

Accepting job applications for this posting until position is filled.