

Call Center Associate
IDB Global FCU Member Service Back Office Department

Job Description

Full-time/Non-Exempt position

Reports to Back Office Member Services Supervisor

Location: Washington, DC

Objective

The Call Center Member Service Representative is responsible for answering incoming calls and conducting outgoing calls regarding member accounts, transactions, and automated services using a consultative approach to assist members and uncover needs that lead to the cross selling of IDB Global FCU services.

Key responsibilities include, but are not limited to:

- Handles all incoming calls in a timely manner
- Responds to member inquiries professionally by providing thorough and accurate information
- Processes member requests and resolve their issues utilizing all of the applications that are utilized in this position
- Conducts research to fully understand the cause of members' issues and provide a timely solution
- Identifies cross-selling opportunities and provide the necessary information so members can apply for CU products and services
- Connects members with the appropriate credit union representative when necessary
- Conducts outgoing and follow up calls to address missed incoming calls
- Retrieves department voice mail messages and conducts a follow up call to address the reason for the call
- Maintains a current and ongoing knowledge and understanding of the IDB Global FCU's product offerings, campaigns, events, procedures, and policies
- Educates members on the benefits and features of IDB Global FCU products and services and communicate current marketing promotions and events

- Reaches and maintains target goals for individual and group performance and member service satisfaction set by management
- Assists Manager with projects as assigned
- Serves as Wire Operations Back-Up

Requirements:

- **SPANISH/ENGLISH FLUENCY REQUIRED**
- High school diploma or General Education Degree (GED) required, college education preferred
- Proficient using a PC and Microsoft Suite and ability to navigate multiple computer systems and programs
- Previous credit union or banking experience preferred
- Previous telemarketing experience is a plus
- Strong organizational, communicative, and problem-solving skills as well as attention to detail
- Ability to multitask and thrive in a high-paced, high-pressure environment
- Proactive and team-oriented
- Excellent communication and writing skills in Spanish and English

All applicants should send a copy of their resume and cover letter to the IDB IIC Federal Credit Union's Human Resources Department at cu.humanresources@idbglobalfcu.org.