



**JOB TITLE:** Call Center

**DEPARTMENT:** Operations

**REPORTS TO:** Operations Manager

**SCHEDULE:** Vary according to each branch, including evening hours and/or weekends.

**OBJECTIVE:**

The UKRFCU Call Center, whether in person or via phone, is the first point of interaction most people have with the UKRFCU. The individual is expected to provide quality and professional service in greeting and assisting members, staff, and guests of the UKRFCU.

The Call Center is responsible for the answering of internal or external communications by phone/computer and proper prioritization and allocation to the appropriate party. A consistent level of accuracy of information and confidentiality of private information for all communications is critical for the duties of the Call Center. The role also includes providing support in a fast paced, high call volume office environment and will assist in completing operational and data entry tasks as necessary in a timely and accurate manner.

**Responsibilities and Expectations:**

1. Answer all incoming telephone calls; determine purpose of calls, and forward calls to appropriate personnel or department, and take messages.
2. Provide information to callers; respond to all telephone inquiries about products and services, hours of operation, and general inquiries.
3. Perform teller transaction for members via telephone and in person as needed. Assist members with account inquiries on their accounts.
4. Greet visitors, determine nature of their business, and guide visitors to appropriate personnel.
5. Knowledgeable in all credit union products and services.
6. Monitor visitor access and maintain security awareness.
7. Provide general administrative and clerical support.
8. Prepare correspondence.
9. Process returned mail.
10. Receive and accurately sort mail and deliveries; and deliver all incoming mail to the proper recipient.
11. Prepare all outgoing mail and ensure mail is stamped correctly and is picked up by the mail service. This includes UPS and certified mail. Schedule UPS pickups.
12. File Credit Union check stubs and money orders in order when received at end of day.
13. Mail Share Certificate (Certificate of Deposit) maturity and renewal notices on a timely basis.

14. Schedule appointments, maintain appointment diary either manually or electronically.
15. Ensure the work area is properly stocked with supplies and forms. Maintains clean and safe work area.
16. Process wire-transfer forms.
17. Handle confidential information.
18. Adhere to all corporate and departmental policies and procedures.
19. Ability to work with minimal direction and exercise sound judgment.
20. Required to participate in all credit union training programs. Follows policies and procedures daily to ensure compliance with current regulations.
21. May be required to participate in credit union committees, including but not limited to marketing, compliance, IT.
22. Performs basic clerical tasks as assigned by manager, including but not limited to: filing, scanning, photocopying, faxing.

**QUALIFICATIONS:**

**Education/Experience:** A High School diploma or equivalent.

**Other:**

- Ability to communicate effectively, both orally and in writing, with members and employees.
- Ability to read and interpret business documents.
- Excellent attention to detail and organizational skills with ability to perform expeditiously and accurately without constant supervision and frequent interruption.
- Must have excellent conflict resolution skills.
- Ability to multitask under pressure.
- Must have technical aptitude.
- Ability to learn all aspects of the credit union.
- Basic knowledge of Word processing and spreadsheet applications.
- Being a team player that is considerate of other employees.
- Maintains a professional appearance and demeanor.
- Must demonstrate self-initiative skills.
- Bilingual: must be fluent in English and Ukrainian.

**To apply for this position – please forward a completed employment application, a cover letter, your resume along with salary requirements and three references to:**

**[info@ukrfcu.com](mailto:info@ukrfcu.com)**

**Your application will not be considered until all requested information is received.**