



NEAL & MASSY CREDIT UNION

JOB DESCRIPTION

TELEPHONE OPERATOR

Job Summary:

The Telephone Operator will be responsible for answering inquiries via telephone, e-mail, chat or any other media provided by the organization; providing information to new and existing members, resolving members queries, escalating issues where required and assisting with outbound campaigns to members.

Reports to: Member Services Team Leader

Duties and Responsibilities:

- Answers incoming calls, chats, emails from members and addressing members' concerns within defined Service Level Agreement of the organization; engage in outbound calls, chats, emails, and other means of interaction with members to meet with established departmental goals.
- Promotes consistent and excellent member relations and loyalty via interactions with customers by use of appropriate information gathering and problem-solving techniques in accordance to established company guidelines and targets defined by the department's Key Performance Indicators (KPIs).
- Promote and accurately communicate the Credit Union's products and services ensuring defined Targets are met and update members when changes occur.
- Resolves service problems by clarifying members' complaints and concerns, determines the causes and selects the best solution either by guiding the member through the necessary steps for resolution and/or with the assistance of inter-related departments using the company's established problem-solving techniques, tools and applications to ensure member issues/requests are handled appropriately and in a timely manner.

- Serves as a team player and effectively supports others as need be to solve members or operational issues, takes initiative to find value-added work when call volume is low.
- Develops and maintains positive relations with all members, new and existing.
- Performs any other duties related to job functions.

Minimum Qualifications/Experience/Requirements

- Five (5) CXC / CSEC subjects including Mathematics and English A
- At least two (2) years' experience in a customer service environment
- Must be computer literate
- Call Center Experience will be an asset

Skills and Abilities

- Superior customer service skills
- Excellent problem-solving capabilities
- Ability to work in a dynamic environment
- Team orientation