

**Contact Center Experience Associate  
Member Services Back Office Department**

**Job Description**

Full-time/Non-Exempt position

Reports to: Contact Center Experience Manager

**Location: Remote**

## Objective

The Member Contact Associate is responsible for answering calls, web engagements 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.

Provides assistance with online requests, and answer member's communication via email.

## Key responsibilities include, but are not limited to:

- Handles all incoming calls and web engagement in a timely manner.
- Responds to member inquiries professionally by providing thorough and accurate information.
- Processes member requests and resolve their issues utilizing the applications that you are given access to.
- Research to fully understand the cause of members' issues and provide a solution.
- Identifies cross-selling opportunities and provides 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.
- Keeps up with 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 communicates current marketing promotions and events.
- Reaches and maintains target goals for individual and group performance and customer service satisfaction set by management.
- Handles external call center's tickets and knowledge base.
- Assists Manager with projects as assigned.
- Serves as Back-Up for other roles when needed.

## Lending Products Support and Cross-Selling

- Identifies opportunities to cross-sell lending products and services to members during interactions and provides relevant information to meet their financial needs.
- Collaborates with the marketing team to promote lending products and campaigns effectively, ensuring alignment with the member's objectives.

- Assist members with credit card inquiries and provide support for loan applications.

## Requirements:

- High school diploma or General Education Degree (GED) required; college education preferred
- Spanish/English fluency required
- Excellent communication and writing skills in Spanish and English
- 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 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

IDB Global Federal Credit Union provides a fully comprehensive benefits package inclusive of health, dental, and vision plans, life insurance, short and long term disability plans, educational assistance, PTO and a 401(k) retirement savings plan. This position pays within a range of \$42.5K - \$53k depending on the candidates qualifications and experience and is also eligible for an annual incentive.