**Contact Center Rep**

**Role:**

To assist members and potential members with their telephone requests; explains services, responds to problems, and directs phone calls to the appropriate area.

**Essential Functions & Responsibilities:**

* Assists members and potential members with their telephone requests; answers questions about products and services and resolves problems that are within their authority to resolve; refers problems that are beyond their authority to their supervisor, along with their recommendations.
* Identifies cross-sell opportunities and cross-sells services to members.
* Ensures the appropriate records are maintained and required reports are prepared.
* Assists other departments as needed.
* Maintains member account information on computer system.
* Performs other job related duties required or assigned.

**Knowledge and Skills:**

**Experience:** One year to three years of similar or related experience.

**Education:**  A high school education or GED

**Interpersonal Skills:** Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

**Other Skills:** Good listening and telephone skills; able to operate a 10-key calculator, typewriter, and computer keyboard; able to make decisions with minimum information.

**Please send resume to:** [**careers@rrcu.org**](mailto:careers@rrcu.org) **or River Region Credit Union, Attn: Human Resources, 3124 W. Edgewood Drive, Jefferson City, MO 65109**