



# TOPCU

## **Contact Center - Position Description**

### **POSITION SUMMARY**

As the first point of contact to all non-face-to-face enquiries, the contact center creates a positive and memorable lasting impression with our members through prompt, friendly and courteous interactions. Situations can move quickly from low stress to high stress and can require flexible hours.

### **ESSENTIAL FUNCTIONS**

- Receive incoming calls and determine the products, services or resources the caller requires (or could benefit from).
- Provide direct support to members via appropriate channels; or connect them with appropriate staff representative.
- Provide timely, accurate and complete reports as requested from supervisor and ensure steps are taken to correct unsatisfactory results
- Communicate with various departments to resolve member issues with maximum efficiency
- Resolve issues involving existing members including name/address changes, disputes, etc.
- Use call center technology
- Assist team members with questions and concerns and provide necessary/requested information
- Follow-up on commitments to members in a timely manner through the appropriate channels.
- Make follow-up calls on new relationships
- Make outbound contact to members to offer additional services, products, promotions
- Make effective referrals to other specialists
- Perform teller transactions as needed, accurately and following established guidelines. Balance checks and/or cash drawer each day. Notify supervisor immediately of any differences
- Provide support for remote capture/mobile banking inquiries/requests
- Perform other duties as assigned
- Mandatory compliance of all BSA/AML regulations, forms and procedures:
  - Maintain awareness of and report suspicious activity
  - Complete annual BSA training
  - Notify immediate supervisor of any substantive discrepancies

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Our mission and values, and communicate it to all members internal and external
- TOPCU's products, services, policies and procedures
- All applicable state and federal regulations
- Microsoft (Word, Excel, Power Point), Windows and all programs/software applicable to department

#### **Skills:**

- Excellent organization
- Strong verbal communication, especially phone
- Strong analytical and mathematical
- Active listening
- Effective problem-solving

#### **Ability to:**

- Make product/service recommendations that meet member's financial needs
- Work in a fast-paced, highly motivated atmosphere

- Follow TOPCU policies and procedures
- Understand relevant federal and state regulations and apply to job functions effectively
- Use relevant software for position

**MINIMUM EDUCATION, EXPERIENCE AND TRAINING**

- High School Diploma or GED
- One year experience in a customer service position
- One year experience in a financial institution
- Experience with financial institution computer based operational processes
- Proven sales experience

**PRE-EMPLOYMENT**

Pre-employment Credit Check: Yes  
 Pre-employment Bondability Check: Yes  
 Pre-employment Drug Testing Required: Yes  
 Pre-employment Background Required: Yes

<b>Reports to:</b> Assistant Branch Manager	<b>FLSA:</b> Hourly – Non-exempt
<b>Location:</b> Main Branch	<b>Status:</b> Full-Time
<b>Reviewed:</b> 11/7/18 M Scarzello	<b>Created:</b> 11/18
<b>Supervisor:</b> No	

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers				X
Talk	Express or exchange ideas verbally				X
Hear	Perceive sound by ear				X
See	Obtain impressions through the eye				X
Kneel	Bend legs at knee, come to rest on knees			X	
Crouch/Squat	Bend body down and forward, bending legs and spine			X	
Crawl	Move on hands, knees, and feet	X			
Climb	Ascend/descend ladders, stairs, ramps	X			
Sit	Sit				X
Stand	Stand		X		
Walk	Move about on foot; average distance per shift 3-5 miles		X		
Bend/Stoop	Bend downward and forward by bending spine at waist			X	
Lift	Raise or lower object > 10 lbs. from one level to another			X	
Lift	Raise or lower object > 25 lbs. from one level to another			X	
Carry	Transport an object				X
Push	Press with steady force, thrust objects forward, downward, outward		X		
Pull	Drag or tug objects		X		
Turn/Twist	Move a body part in circular motion			X	
Balance	Exceeding ordinary body equilibrium	X			
Reach	Extend hands and arms in any direction			X	
Handle	Seize, hold, turn with hands				X
Distinguish Color	Ability to distinguish color				X
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand				X
Grasping	Applying pressure to an object with the fingers and palm			X	
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture			X	
Mental / Cognitive	Definition	Never	(activity or condition exists 0-	(activity or condition exists	(activity or condition exists

Activity					
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				X
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas				X
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing				X
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols			X	
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations			X	
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations			X	
Environmental Conditions	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes				X
	Subject to outside environmental conditions – no effective protection from weather	X			
	Activities occur inside and outside		X		
	Subject to extreme cold (typically below 32°)	X			
Atmospheric Conditions	Subject to extreme heat (typically above 100°)	X			
	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation		X		
Noise	Worker is required to wear a respirator	X			
	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level	X			
Vibration	Exposure to oscillating movements of the extremities or whole body	X			
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current	X			
	Working on scaffolding and high places	X			
	Exposure to chemicals	X			
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids	X			
	Worker is required to function in narrow aisles or passage ways	X			
	Worker is exposed to infectious diseases	X			
	Worker is required to function around prisoners or mental patients	X			

#### Physical Requirements Checklist

- SEDENTARY**
- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
  - Sitting most of the time.
- LIGHT**
- Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
  - Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.
- MEDIUM**
- Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- HEAVY**
- Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- VERY HEAVY**
- Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

*This position description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. Any one position may not include all of the duties listed, nor do any listed examples include all tasks, which may be found in positions of this class. This position description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.*