

JOB DESCRIPTION

Position: Member Service Representative, Reception
Reports to: Assistant Manager

Group: 1

Primary Responsibility/Basic Purpose:

Under direct supervision, the Member Service Representative, Reception is accountable for reception and switchboard duties and for the completion of word processing assignments. Coastal Community strives "to be the leaders in building relationships that improve financial health, enrich people's lives and build healthier communities". It is the responsibility of the Member Service Representative, Reception to be the primary point of contact for members and carry the vision statement forward in order to build, maintain, attract and expand the member's relationship with Coastal Community.

Representative Duties:

1. Receive and refer incoming telephone calls promptly and courteously, respond to inquiries on basic credit union products and services.
2. Greet visitors and direct to appropriate areas for further assistance.
3. Provide sales and service expertise to inform members of new products/services and changes to existing products/services.
4. Identify and actively pursue internal referral opportunities to develop business; as well as work to achieve sales objectives.
5. Complete correspondence.
6. Performs other related duties as required, including MSR 2 duties and responsibilities.

Required Qualifications:

- Secondary school diploma with academic emphasis plus one year post-secondary education.
- Minimum of one year work experience in the sales and service environment or an equivalent combination of education and experience.
- Familiarity with Coastal Community's products and services.
- Excellent written and verbal communication skills.
- Previous Member Service Representative experience an asset.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to build member relationships resulting in expanded share of wallet.
- Ability to multitask while providing quality member service.

Skills to Benefit this Position Include:

- Member Service Skills
- Time Management Skills
- Interpersonal Skills
- Problem Solving Skills