

JOB DESCRIPTION

Position: Operations Service Representative
Reports to: Assistant Manager

Group: 2

Primary Responsibility/Basic Purpose

Under general supervision, the Operations Service Representative assists in providing efficient and timely support to department and branches; this position is required to back-up various tasks within the Central Operations department. 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 Operations Service Representative to carry the vision statement forward in order to build, maintain, attract and expand the member's relationship with Coastal Community. The Operations Service Representative provides friendly, professional service in an efficient and financially responsible manner.

Representative Duties

1. Work is routine but varied, requiring the incumbent to provide assistance to others to achieve optimal departmental and organizational performance.
2. Answers and responds to telephone inquiries as required.
3. Performs other related duties as required/directed.

Required Qualifications:

- Minimum of one year financial service experience or an equivalent combination of education and experience.
- Successful completion of CUIC 185 and/or CUIC 200.
- Successful completion of the MSR II course and exam.
- Solid working knowledge of all Coastal Community products and services.
- Solid working knowledge of the banking system.
- Above average MSR/OSR skills.
- Actively pursuing the CUIC Fellowship Designation and/or other related education.
- Excellent written and verbal communication skills.
- Demonstrated leadership skills.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to multitask while providing quality service.
- Ability to complete projects and work within time constraints in a high paced environment.

Skills to Benefit this Position Include:

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