

## **Call Center Representative II**

Full-time

Lenexa Branch, Lenexa, KS

### **Why Work for Mainstreet Credit Union?**

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

### **Let's Learn About the Job**

#### **Position Overview:**

The Call Center Rep II position is a liaison between the Credit Union and its members. This position manages a heavy volume of calls and responsible for providing excellent service by answering inquiries and resolving problems with an emphasis on building long-term relationships with the credit union.

#### **Major Responsibilities:**

1. Provides member's detailed information about Mainstreet CU loan products, takes loan applications by phone, processes loan applications, notifies members of loan decisions and coordinates loan closings.
2. Identifies opportunities to offer additional loan products and solicits members for their business.

3. Provides members and non-members information about Mainstreet CU, details about products and services and resolves issues pertaining to member accounts.
4. Assists members with transferring of funds, loan and MasterCard payments, wire transfers, research requests, and online/mobile banking related issues.
5. Completes various administrative duties pertaining to MasterCard and Debit Cards to include:
  - a. processing claims for credit card fraud,
  - b. limit increases,
  - c. posting payments,
  - d. cash advances,
  - e. adjustments,
  - f. compiling settlement reports, and
  - g. initiating debit card chargebacks.
6. Performs other duties as assigned by supervisor or manager.

**Knowledge, Skills and Abilities:**

- Exceptional customer service skills.
- Excellent communication skills, use of proper grammar; job requires extensive telephone communication with members and co-workers.
- Working knowledge of cross-selling techniques.
- Time management skills.
- Negotiating/problem solving skills.
- Display ownership and drive for personal success.
- Understanding and use of good judgment and critical thinking.
- Knowledge of Microsoft Office programs.
- Knowledge of call center terminology and ability to read personal call performance reports.

**Required Education and Experience:**

- High school diploma or general education degree (GED).
- Two (2) years' experience loan processing and/or teller administration preferred.

**Physical Requirements**

- Regularly required to talk and hear. Frequently required to stand, sit, walk, use hands to finger, handle or feel; and reach with hands and arms.
- Requires use of general office equipment, phone system, TDD, MasterCard system, in-house computer system, word processing, statement and check copy equipment.

## **Company Overview**

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 60,000 members, 12 branches across 9 cities, and a much shorter name!