At Alabama Credit Union, our employees feel good about their careers. We create an environment rich in learning and advancement opportunities, community support activities, and chances to provide input on company initiatives. Our “Best Companies to Work For in Alabama” and “Best Credit Unions” designations say it best: our employees feel good about their lives.

**Member Care Agent - Tuscaloosa**

The role of the Member Care Agent position is to provide quality member service delivery by telephone; process telephone transaction requests and provide information regarding all credit union services and policies; process mail transactions and information requests; and provide friendly, professional, accurate service to all members and credit union associates.

Primary duties of Member Care Agents include providing account information to members (such as balances, check clearings, deposit verifications, statement information, etc.), savings and loan rate information, and a variety of service information. Member Care Agents are responsible for conducting transactions, explaining membership eligibility, and providing information about products and services; responding to internet service inquiries, home banking inquiries, and applications; and inputting loan applications and online check requests.

**Qualifications**

Successful candidates will possess the following:

- Courtesy, tact, and diplomacy; ability to talk to strangers about potentially sensitive topics. A pleasant, friendly disposition is a must. The ability to maintain a calm demeanor and composure in high-pressure situations is essential to success in this position.
- Proficiency in computer applications, including Microsoft Word, Excel, and web-based applications
- Basic keyboarding
- Understanding of governmental regulations for financial institutions
- Self-motivation to complete job tasks to the best of personal ability
- Six months of similar or related experience in a financial institution
- a high school diploma or equivalent
- Ability to produce a high volume of accurate work in a timely manner
- Ability to see, talk, sit, stand, push, pull, reach, grasp, and use fine motor coordination of the hands
- Good oral and written communication skills, and organizational skills
- Ability to listen to and comprehend member and co-worker needs; ability to resolve member and co-worker problems efficiently and appropriately
- Eagerness to learn new information in a fast-paced environment, and adaptability to apply new information as appropriate
- Ability to work in a team environment, exchanging ideas and coming to consensus with individuals from other departments and geographic areas

If all of these qualifications apply to you, please apply to join the Alabama Credit Union team!

**To Apply for the Member Care Agent position:**

Interested candidates may apply online no later than September 11, 2015 at the Alabama Credit Union Careers page: [www.alabamacu.com/Careers](http://www.alabamacu.com/Careers)