

# Alabama Credit Union -Position Opening

## Job Posting: Member Care Agent

Career opportunities await you at Alabama Credit Union. 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.

### *Description*

The Member Care Agent position exists to provide an outstanding member service experience within the framework of the Alabama Credit Union Shared Values. This is a front-line position, and the Member Care Agents are expected to provide friendly, professional, accurate service to all members and credit union associates, primarily by telephone. This position is located at the Member Care Center (Call Center) in Tuscaloosa.

**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. Those who hold this role get to work in a competitive work environment that allows them to learn the detailed processes of Alabama Credit Union.

### *Requirements*

If you cannot talk to strangers about Alabama Credit Union products or services that they might utilize, if you hate being on the phone with people who need you to assist with financial questions, if you can't work in a fast-paced environment with multiple priorities and a high level of detail-orientation, **this may not be the job for you.**

However, if you can maintain a calm demeanor and composure in high-pressure situations, if you have great computer skills and salesmanship abilities, and if you possess a high degree of self-motivation, **this may be the perfect opportunity to feel good about your career!**

**Minimum qualifications** include a high school diploma or equivalent, good computer skills (including the ability to use Microsoft Office products and web-based applications), strong ability to maintain an even tone and calm disposition (even when callers do not), the ability to describe and sell products and services to members, the ability to change focus efficiently in a fast-paced environment, and above all, a desire to help others in your community. Other preferred qualifications are at least six months of experience in a teller, or member service, or call center role in a credit union or bank environment.

### **To apply for the Member Service Representative position:**

Interested candidates may apply online no later than August 3, 2018 at the Alabama Credit Union Careers page:  
[www.alabamacu.com/Careers](http://www.alabamacu.com/Careers)

***Feel good about your career.***