

COMPANY NAME: Tucson Federal Credit Union

JOB TITLE: Service Member Advocate

JOB DESCRIPTION:

Provide exceptional member experiences, via electronic service delivery channels, by using a consultative approach to handle every member need, from service to sales, with warmth and a collaborative spirit.

ESSENTIAL FUNCTIONS:

1. Ensure exceptional member service through a variety of electronic service delivery channels and on camera, such as: inbound and outbound calls, chats, texts and e-mails.
2. Maintain a high level of knowledge to listen, answer questions and proactively inform members of products and services available to meet their needs.
3. Respond to member inquiries regarding credit union products/services/programs, process member transactions, support online banking products, provide loan application status updates and transfer calls to appropriate departments.
4. Provide support to front line during the troubleshooting of digital products and services.
5. Engage in behavior that aligns with the credit union's cultural beliefs.
6. Maintain a professional businesslike appearance in accordance with TFCU Dress and Personal Appearance Policy.
7. Abide by state and federal banking regulations. Attend training sessions and complete compliance training on an annual basis. Follow credit union Member Privacy Policy and member identification procedures.
8. Abide by state and federal banking regulations. Attend training sessions and complete compliance training on an annual basis. Maintain member and TFCU privacy and confidentiality.

SALARY: Starting Range: \$17

APPLICATION QUALIFICATIONS:

- A working knowledge of credit union operations, policies and procedures.
- A familiarity with credit union products and services.
- Ability to operate computer keyboard to input data at an advanced level.
- Ability to use Microsoft Office Suite and Internet browsing proficiently.
- Ability to read and interpret computer screen and printout.
- Ability to perform intermediate mathematical calculations.

Availability: Monday through Saturday, as scheduled.

KNOWLEDGE, SKILLS AND ABILITIES:

Education: High school diploma or its equivalent required.

Experience: Five (5) years' work experience required, preferably in customer service and/or call center capacity.

Physical Demands: The Physical Demands described here are representative of those that must be met by the person in this position to successfully perform the essential functions of the job with or without reasonable accommodation.

1. Sit, Stand, Walk and Bend: While performing the duties of this job, this position is regularly required to sit, stand, and walk inside an office building and TFCU branches. Bending is also sometimes required to reach low cabinets and drawers.
2. Use of Hands/Fingers: To operate a computer, keyboard, mouse, and other office machinery such as, but not limited to: printers, copy machines, and other equipment. Additionally, this position is frequently required to sit and reach with hands and arms.
3. Speech/Hearing: This position frequently communicates via phone and in person. Must be able to talk to/hear members and educate them on products and services offered at the credit union.

HOW TO APPLY: <https://www.tucsonfcu.com/careers-2/>

DATE: 11/17/2022

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities