



Lebanon Federal Credit Union is searching for someone who is outgoing and service-focused to join LFCU as a Full-time Call Center Representative. Submit your resume to join our fun, professional and family-oriented team!

### **Basic Functions**

Promptly greet and welcome members by phone in a courteous and professional manner. Answer any general questions members may have and guide them to the appropriate credit union representative.

### **Essential Functions**

- Answer the telephone in a courteous and professional manner.
- Direct member questions or concerns to appropriate individuals.
- Process a variety of routine financial transactions including transfers, loan payments, credit card payments and other member transactions.
- Cross sell credit union products and services.
- Ensure that all information and transactions regarding credit union members are kept confidential.
- Adhere to all policies and procedures set forth by the credit union.
- Perform other duties as assigned.

### **Qualifications**

- Requires a high school diploma or equivalent and 0-1 years of experience in a financial institution.
- Basic computer, Windows and Microsoft Office skills.
- Intermediate mathematical skills.
- Proven written and verbal communication skills.
- Use a 10-key adding machine or keyboard.
- Must be able to work in a team environment.