

SOCU

POSITION DESCRIPTION

POSITION TITLE: Virtual Communications Specialist (VCS)

DEPARTMENT: VCC

CLASSIFICATION: Non-Exempt

APPROVED BY: CLO

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Virtual Communications Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Responsible for handling a variety of member service calls and virtual member communications in a prompt and courteous manner. Resolves member questions and problems regarding account statements, loans, payments, automatic transfers, interest rates, and certificates. Completes and maintains related reports, records, and files. Cross sells Credit Union services and supports all functions within the Virtual Communications Center.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective and professional completion of Virtual Communications Specialist functions.**
 - a. Receives member telephone questions and complaints in a professional manner.
 - b. Completes research and resolves documentation errors or discrepancies.
 - c. Provides general information to members on Credit Union policies, procedures, and programs.
 - d. Provides information to members on accounts, payments, interest rates, wires, credit and debit card information, loan, and savings programs, etc.
 - e. Performs basic maintenance functions and automatic transfers for loan payments.

- f. Receives virtual member communications- email, online messages and chats questions and complaints in a professional manner.
 - g. Maintains and projects the Credit Union's professional reputation.
2. **Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel and with management.**
- a. Participates in weekly Communications Center meeting and reports.
 - b. Keeps supervisor informed of area activities and significant problems.
 - c. Assists with VCC Personnel. Provides guidance and assist with training and orientation as needed.
 - d. Ensures all member questions and complaints are resolved in a timely manner.
 - e. Completes required reports and records accurately and promptly.
 - f. Investigates and recommends efficiencies and enhancements for the Virtual Communications Center.
 - g. Attends and participates in meetings as required.
3. **Assumes responsibility for related duties as required or assigned.**
- a. Assists other departments as necessary.
 - b. Performs related clerical duties as needed.
 - c. Assists in verifying accounts, copying checks, and mailing correspondence.
 - d. Keeps work area clean, secure, and well maintained.
 - e. Actively and professionally cross sells Credit Union services.

PERFORMANCE MEASUREMENTS

- 1. Virtual Communications Specialist functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.

2. Good business relations exist with members. Member problems and complaints are promptly and professionally addressed and resolved.
 3. Accurate and complete information about Credit Union products and services is provided to members.
 4. Good working relationships and coordination exist with area personnel and with management. Appropriate assistance is provided to area staff as needed. Supervisor is informed of activities.
 5. Required reports and records are accurate, complete, and timely.
 6. The Credit Union's professional reputation is conveyed and maintained.
-

QUALIFICATIONS

EDUCATION/CERTIFICATION: High school graduate or equivalent.

REQUIRED KNOWLEDGE: General knowledge of Credit Union policies and procedures.
Basic understanding of loans, payment processes, and interest rates.

EXPERIENCE REQUIRED: 1 year of call center preferred.
1 year of experience in member service at a full-service financial institution preferred.
Previous lead experience in call center or member service helpful.

SKILLS/ABILITIES: Excellent communication and public relations skills.
Ability to multi-task a must.
Ability to work well under pressure.
Ability to use a personal computer and related software applications including Microsoft Word or Excel.
Solid math skills and bookkeeping abilities.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

NONE: No hazardous or significantly unpleasant conditions (such as in a typical office).

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.
- MATHEMATICS ABILITY:** Ability to perform very basic math skills including adding, subtracting, multiplying, and dividing two-digit numbers; the four basic arithmetic operations with money; and operations with units such as inch, foot, yard; ounce, and pound (or their metric counterparts).
- LANGUAGE ABILITY:** Ability to use passive vocabulary of 5,000-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.
Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs.
Ability to communicate in complex sentences, using normal word order with present and past tense and good vocabulary.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.