

At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer the modern conveniences for today's discerning consumer; we continue to embrace the warm interaction for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

Our competitive and generous benefits include paid vacation and sick leave, medical, vision and dental benefits, short-term and long-term disability coverage, company paid life insurance, 401K with match, paid holidays and a family-friendly environment. Our total compensation and total benefits are highly competitive within the industry.

We strive to add value to our member's lives by providing them with fast, easy and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

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Job Title: Contact Center Specialist

Job Status: Full Time

The Contact Center Specialist primary directive is to serve member needs by the telephone, digitally and virtually. Assist with member needs, service inquiries and identifying opportunities to educate member on digital services. Respond to inquiries, reviewing member accounts and performing account maintenance.

#### ESSENTIAL POSITION RESPONSIBILITIES:

- 60% Assist members and potential members with their telephone requests; responds to email requests for online and mobile banking or virtual appointments; answers questions about products and services and resolves member concerns; answers incoming calls by the second ring; educates members on credit union promotions/products/services; represents credit union with a courteous and professional attitude; provides prompt replies to correspondence.
- 20% Originate loan applications, memberships accounts and open subsequent accounts, accurately enters data into databases, identifies cross-sell opportunities, performs account maintenance, assists member with digital service enrollments.
- 15% Troubleshoot operational issues, such as online, mobile, debit card and ATM. Resets passwords, PIN offsets, travel notifications, lost and stolen cards and re-orders debit cards. Responds to member complaints and performs account research to resolve issues.
- 5% Perform other job related duties as assigned, may serve as back-up to Financial Services Department.

#### KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED FOR THE POSITION:

- Professional, well-developed interpersonal and communication skills are essential for projecting a positive image of PVCU with management, employees, members, sponsors, vendors, visitors, etc.
- Requires a strong knowledge of Credit Union products and procedures
- High School diploma or GED is required. Above average proficiency with computer software applications is required including MS Office Suite.

- A minimum of six months to two years of experience in a member service function with a Credit Union or financial services organization is required.
- The ability to read, analyze, and interpret member account data, procedures, and regulations; ability to respond professionally to varied inquiries or complaints from members and vendors; and ability to effectively communicate and present information to a wide range of audiences.
- Intermediate math skills (adding, subtracting, multiply, dividing, percentages, proportions, fractions, interest) are required.
- The ability to work on a keyboard, wear a telephone headset, sit for prolonged periods of time, and communicate orally and in writing with members, management, vendors, etc.
- High level of confidentiality and diplomacy are required.

Please send resumes to [HumanResources@pvcu.org](mailto:HumanResources@pvcu.org)