

## Tier 2 Member Solutions Center Representative

### **Well, well, well. Look who it is...**

We've been waiting for you to swing by and check us out. We have some jobs here at Andigo that could be a great fit for you, since you have a hankering for a fast-paced, get-it-done workplace and a passion for helping people, just like the rest of our team.

But before we get into all that, a little about us. While you may not have heard our name – say it with us, “Andigo sounds like indigo” – we’ve expanded to 40,000 members and lots of sponsor organizations (businesses with a bank-at-work perk for their employees). Good folks from the greater Chicago area and across country.

Did you catch that? That one word you won't see big banks use? “Members,” that's right. Andigo is a not-for-profit, member-owned credit union. We exist for one and only one reason: to help our members achieve their goals whenever, wherever they go. Because we're not a bank, we don't drive up profits just because shareholders demand it. Instead, we focus on driving up member happiness through low loan rates, high deposit rates and low or no fee products and services. Makes banks seem like kind of a bummer, huh? That's why we need to get the word out about all of the great opposite-of-bummer things we're doing for our members here at Andigo.

That's why we need you.

You're someone who sees a wrong and rights it. You take work seriously but not yourself. You want to surround yourself with other highly motivated, highly fun people who want to grow Andigo. You want to prove that when we set a goal to make a difference in our members' lives. Together we truly can. That's not easy, but you already know that because you're a person who loves a challenge as much as you love top compensation and A+ benefits for your hard work.

We think you belong here, do you? Thought so. Let's go!

### **Summary**

Responsible for providing an excellent member experience by meeting members' needs regarding financial and software inquiries via telephone and email. Maintain the highest level of both quality and service with every interaction. Utilize cross sell opportunities when appropriate to introduce new products/services to members.

### **Essential Duties and Responsibilities**

- Provide members with information and answer questions regarding accounts, policies, services and products.

- Identify member's needs regarding loan service and generate referrals to Andigo's Lending Sales team.
- Contact and receive communication from members via telephone and email.
- Resolve members' inquiries regarding their accounts and/or credit union products and services. Investigate/resolve discrepancies in members accounts.
- Courteous and professional attitude with Andigo members, staff, management and vendors.
- Responsible for learning and performing new or current procedures, policies and programs.
- Communicate and cross-sell credit union products and services.
- Respond to member inquiries regarding Visa credit and debit cards, online access, bill payment, and funds transfers.
- Meet established department sales goals.
- Handle escalated member inquiries via phone and email.
- Act as a liaison for members and staff to provide tier 1 support for Quicken software.
- Analyze, troubleshoot and resolve connectivity and performance issues pertaining to various internet browsers.
- Perform other reasonably related duties as assigned by the immediate supervisor and other members of the management team.
- Miscellaneous functions necessary to ensure the success of the department while anticipating the needs of our members, exceeding their expectations and earning their trust.

### **Education and/or Experience**

This position requires a high school diploma and recent banking, sales, call center or customer service experience.

### **Technical / Interpersonal Skills**

- Requires excellent written/oral communication skills and the ability to communicate effectively with members and employees.
- Must possess a thorough knowledge of basic math skills.
- Ability to carry out instructions furnished in written and oral form; must be able to work with minimal supervision.
- Able to effectively communicate with people in crisis. Ability to maintain a high level of confidentiality.
- Close attention to detail with a high degree of accuracy.
- Requires strong proficiency for Windows based software and ability to learn core processing systems.
- Must have excellent keyboarding skills.

**Language Skills**

Requires excellent written/oral communication skills and the ability to communicate effectively with members and employees.

**Reasoning Ability**

Ability to carry out instructions furnished in written and oral form; must be able to work with minimal supervision. Able to effectively communicate with people in crisis. Ability to maintain a high level of confidentiality. Close attention to detail with a high degree of accuracy.

**Computer Skills**

Requires strong proficiency for Windows based software and ability to learn core processing systems. Must have excellent keyboarding skills.

**Physical Demands**

Ability to work in a highly organized and fast-paced environment requiring extended periods of time at a fixed position answering and returning phone calls.

**Work Environment**

The noise level in the work environment is moderate and can occasionally become loud.

**Compensation and Benefits**

Andigo is proud to offer a comprehensive benefits package that includes medical, dental, vision and life insurance options. A generous 401(k) and vacation plans.

**EEO Disclaimer:**

Andigo is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

**To apply**

Please send your resume to Georgia Katsianis at [georgia@careerdevsavant.com](mailto:georgia@careerdevsavant.com)