

Job title: Call Center Representative I - Full-time

Open: Immediately

Hours: 40 hours per week

- Normal business hours Monday – Friday
- 1-2 Saturdays per month

Credit Union hours are Monday through Friday 8:30 – 5:00 and Saturday 9:00 – 12:00.

Description:

We at the University of Nebraska Federal Credit Union like to make a difference in our customers' lives and we work hard every day to help our members save time and money.

As a Call Center Representative, you will be a part of a close knit team who work together to provide outstanding service for our customers. You will take inbound calls; respond to inquiries via chat, info mail and email; perform account transactions; process payments; place orders for financial items; problem solve; and help educate customers on their finances.

Essential Functions:

- Provide prompt, accurate, courteous, friendly, professional customer service to phone inquiries.
- Accurately process all financial requests.
- Learn and maintain knowledge of credit union products and services.
- Understand and follow all credit union policies and procedures relevant to the teller position.
- Complete and adhere to compliance training.
- Maintain regular and reliable attendance and timeliness.

If you have an outgoing personality, great communication skills, and a knack for problem solving, you may be the perfect person to join our Call Center! Join us and use your customer service experience in a position you can take pride in.

No banking experience? No problem! We have on-the-job training to teach you the specifics - passion and people skills are what we are looking for.

Qualifications:

- A high school education or GED.
- Call center experience preferred but not required.
- Financial Institution experience preferred but not required.

Benefits:

- Salary: Variable – Based on Experience
- 401K Program
- Paid Vacation Time/Sick Time
- Paid Holidays
- Full Benefits Package – Health, Dental, Vision, Life, Disability, etc.

University of Nebraska Federal Credit Union is an Equal Opportunity Employer

Contact Person: Dena Noe

Send resumes and cover letter to:

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