



Communications Specialist Job Description

Job Title	Communications Specialist		
Department/Group	Virtual Branch	Position Type	Full-Time
Reports to:	Virtual Operations Manager	FLSA Status	Non-Exempt
Location	Dallas, TX – Admin Office	Supervises Direct:	N/A
Schedule	To be determined; Required to work 2 Saturdays each month.		
Travel Required	No regular travel required.		

Job Description

SUMMARY

America’s Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for a **Communications Specialist** to join its Virtual Branch.

The **Communications Specialist** is the voice of the credit union, responsible for answering most incoming calls, emails and chats sent from the America’s Credit Unions membership. Their role is to assist members and potential members with their requests, explain products and services, respond to problems, direct inquiries to the appropriate areas if they are unable to be assisted in the virtual branch and to know when to refer that are beyond their authority to their supervisor along with their recommendation of how to remedy the situation.

ROLE AND RESPONSIBILITIES

- Assists members and potential members with their telephone, email, and virtual messaging requests; answers questions about products and services and resolves problems that are within their authority to resolve; refers problems that are beyond their authority to their supervisor, along with their recommendations.
- Process new account applications, certificates, IRAs, assist members with research questions, make corrections on accounts within authority, and work daily and monthly reports as assigned. Approve remote deposit capture requests and process ECM payments.
- Maintains member account information on computer system and assures that appropriate documentation and notes are maintained.
- Identifies cross-sell opportunities and cross-sells services to members.
- Performs other duties as assigned.

KNOWLEDGE, EXPERIENCE & SKILLS

- At least 6 months of similar or related experience in the financial industry is preferred.
- High school diploma or equivalent
- Ability to work effectively in a fast-paced environment.
- Ability to complete assigned tasks with moderate supervision.
- Ability to utilize downtime wisely when traffic slows down.
- Ability to maintain composure and think clearly in stressful situations.
- Good with detail to deal with numbers and names.
- Excellent verbal and written communications skills.
- Excellent time management and organizational skills.
- Able to lift 20 lbs.