

**America's Credit Union**  
**Structured Compensation - Job Description**  
**Communication Specialist**

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Department: Virtual Branch  
Reports To: Virtual Operations Manager      Classification: Non-Exempt  
Supervises Direct: 0      Supervises Indirect: 0  
Approved By: VP Retail Operations

**Role:**

To assist members and potential members with their telephone, email and virtual messaging requests, explains services, responds to problems and directs phone calls to the appropriate area.

**Essential Functions & 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. 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 related duties as assigned.

**Performance Measurements:**

1. To provide accurate, courteous, friendly, timely, and professional service by phone, email and virtual messaging to all members and potential members.
2. To direct all phone calls to the appropriate person with minimum transfers.
3. To respond to all correspondence within one day.
4. To answer telephone immediately.
5. To process member transactions with zero errors.
6. To maintain a professional appearance and atmosphere for the department.
7. This job requires you to be signed into your workstation and ready to work your scheduled hours.
8. Must work a minimum of two Saturdays per month (if Saturdays are not part of your normal scheduled work week).

**Knowledge and Skills:**

Experience      One year to three years of similar or related experience.

Education      A high school education or GED.

Interpersonal Skills      Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

**Other Skills** Good listening and professional verbal and writing skills; able to operate a 10-key and computer keyboard; able to make decisions with minimum assistance.

**Physical Requirements** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands and/or fingers; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop or kneel. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.