
Contact Centre Representative

Location: Mississauga, Ontario (Corporate Office – Orbitor Location)

Reports To:

Contact Centre Manager

Overview:

A Contact Centre Representative provides exceptional member experiences over the phone, through email and via online chat, to help members understand BCU products and services, and to provide advice about which offerings would best meet their needs. This position assists members and potential members by sharing thorough products and services knowledge, responding to problems, and directing phone calls to the appropriate area or person. Additionally, the position provides first-line technical support and trouble-shooting with online banking solutions.

Responsibilities:

- Consults with members by telephone to provide information, process service requests, and answer questions.
- Investigates and provides follow-up on member complaints/problems.
- Assists members with online banking solution inquiries and engages in first-line troubleshooting to resolve user issues/complaints.
- Executes member intra and inter account funds transfers, wire transfers and Online Tracing (OLT) as per request.
- Initiates requests for cheques, member cards, stop payments, account information updates and member statement.
- Reviews and forwards emails from the member services mailbox to appropriate department or service.
- Updates member account information and tracks customer service calls.
- Remains up-to-date on product knowledge and stays informed of any changes in company policies.
- Documents outcomes of steps taken to fulfill member services/requests.
- Proficiently uses BCU platforms and banking systems.

- Responsible for maintaining a high level of professionalism with members and works to establish a positive rapport.
- Adheres to applicable industry regulations, privacy laws and BCU policies and procedures.
- Initiates outbound review or check-in calls to members when incoming call volumes are lower.
- Other duties as required.

Requirements:

- Relevant working experience or any equivalent combination of experience, training and/or education.
- Knowledge of deposit, personal & investment products/services to effectively analyze and identify member needs.
- Knowledge of retail lending products & practices to respond effectively and refer member inquiries.
- Ability to consistently apply problem solving skills to address/resolve member needs and issues.
- High level of initiative, attention to detail and accuracy.
- Proficient computer skills are required.
- Strong customer service and interpersonal skills
- Appropriately handles information of a confidential nature.
- Demonstrates good knowledge of MS Office applications.
- Proficient time-management and organizational skills.
- Experience with digital banking/lending systems
- Knowledge of Ukrainian language is an asset.

Contact Centre Hours:

- Initially, it is planned for the Contact Centre to be open to receive member calls between the hours of 9:00am and 8:00pm, Monday to Saturday.
- Regular rotational Saturday shifts will be required to be worked.
- BCU reserves the right to amend the Contact Centre hours, should the service needs of the membership change.