



Member Advocate Representative

(Revised 09/22)

CATEGORY/STATUS: Non-Management, Non-exempt

PAY GRADE: 6

DEPT. / SUPERVISOR: CALL CENTER / CALL CENTER MANAGER

PRIMARY FUNCTION: Provide excellent, accurate, and timely service to remote Qualstar members, which includes educating them on the services and products that improve their financial situation and building trust at every contact.

DUTIES:

1. Responsible for answering inbound member calls, actively listening to member needs, and helping to problem-solve member requests creatively and effectively.
2. Interacting with members over the phone or in writing to provide information that supports member use of all Online Banking Services.
3. Regularly assist members in understanding their banking and card-related account inquiries and transactions.
4. Perform basic and complex member transactions in line with call center operations.
5. Represent Qualstar's Service Standards with all member interactions.
6. Professionally navigate escalated members representing a compassionate and helpful demeanor.
7. Educate members on services and products offered that best meet their financial needs.
8. Contribute to department and corporate goals.

PHYSICAL REQUIREMENTS:

1. Must be able to sit or stand for long periods.
2. Must be able to use computer keyboard and mouse.
3. Must be able to use an audio telephone communication system.
4. Must be able to view a computer monitor.

EDUCATION, EXPERIENCE, & SKILL REQUIREMENTS:

1. High school or equivalent education is required.
2. Ability to communicate effectively and efficiently by phone and in writing in a strong professional manner.
3. Possess a positive, cooperative attitude with high regard for providing high-quality member service.
4. Advanced multitasking ability required.
5. A strong aptitude for learning and using computer software systems, multiple computer screens, and demonstrated ability to use MS Office products and multiple PC windows.
6. Able to type at a speed of at least 40 wpm.