

Picatinny Federal Credit Union
Structured Compensation - Job Description
Contact Center Experience Professional

Data Year: 2025

Prepared On: 05/21/2025

Department:	100	Grade:	6
Reports To:		Classification:	Non-Exempt
Supervises Direct:		Supervises Indirect:	
Approved By:		Effective Date:	11/06/2023
		Revised Date:	04/18/2024

Role:

The Contact Center Experience Professional is responsible for providing member service and support to our members via phone, email, chat, video and social media. They answer questions, resolve issues, and provide information about products and services. They play a vital role in ensuring members have a positive experience with the credit union.

Essential Functions & Responsibilities:

- E 55% Manage all forms of communication within the contact center through multiple communication channels, such as email, contact us, chat, texting, video and telephone calls. Troubleshoot member issues and bring to resolution. Troubleshoot technical problems encountered with electronic services.
- E 20% Responding to member inquiries and providing information about our products and services across multiple channels. Refer products and services to members when appropriate. Items include ATM, debit, credit, direct deposit, wires, rates, Bill Payer and Zelle. Refer loan and deposit products to branch staff.
- E 10% Provide account balances, transfers, and loan payments. Order checks and debit cards, pin resets and stop payments.
- E 10% Attend necessary training to support and enhance product knowledge and processes and procedures.
- N 5% Perform other related duties as assigned.
- N 0% Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control

Performance Measurements:

Performance Measurements are not assigned.

Knowledge and Skills:

- Experience One month to twelve months 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

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cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

Other Skills

Efficiently manage a variety of tasks based on priority.
Excellent communication skills both verbal and written.
Active and reflective listening skills.
Patience
Strong problem solving skills
Some technical knowledge.
Bilingual a plus

Physical Requirements

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing/ descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

Work Environment

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature