

Job Title

Senior Customer Service Technical Specialist

Short Description

Are you driven by a passion for problem-solving and delivering top-notch service? If so, we have an exciting opportunity waiting for you that allows you to work primarily from home!

Join us as a Senior Customer Service Technical Specialist and be the hero our credit unions deserve. In this position, you will be at the forefront of delivering outstanding service to the credit unions that we serve, providing resolution for routine and complex issues, and offering technical assistance on our diverse range of product offerings. Serving as the subject matter expert on payment and financial products and processes, you will play a crucial role in ensuring our credit unions receive the highest level of support and satisfaction. You will have the opportunity to collaborate across departments and serve as the go-to-person for complex issues.

The ideal candidate for this position is a technically proficient problem-solver with exceptional customer service skills that possesses understanding of payment, financial, and/or banking products with a collaborative mindset, proactive attitude, and keen attention to detail.

So, if you are ready to be part of something bigger, to challenge yourself in a dynamic environment, and to help drive financial success for our credit unions, then don't wait any longer. Apply now and seize the opportunity to be a vital force in our team's mission.

This position has a compensation range of approximately \$51,000 to \$56,000.

While candidates can be based in any state where we have a presence, we prefer individuals in the greater Columbus, Ohio, or Jacksonville, Florida, area.

Full Description

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Desired Qualifications:

- Associate's degree in computer science or related field, or equivalent work experience
- Minimum of five years of progressive experience in customer service, payment processing, product support, and/or operations
- Expertise in troubleshooting technical issues and providing clear explanations to customers
- Strong familiarity with MS Windows Operating Systems, and Internet HTTP, FTP, XML and basic network troubleshooting
- Strong expertise in Call Center and/or SharePoint work applications
- Knowledge of systems for accessing and processing customer transactions
- Ability to adapt in a dynamic call center environment
- Strong verbal and written communication skills
- Strong ability to build relationships with customers
- Excellent analytical, listening, and organizational skills
- Ability to remain calm, portray positive and friendly demeanor during calls with customers
- Preferred experience in financial operations and sales
- Proficiency in Microsoft Office, Salesforce, and digital and payment system products

About Corporate One:

We are a leading wholesale financial services provider to more than 700 of America's credit unions. As a trusted and highly respected investment, funding, and payment solutions partner to credit unions for over 70 years, Corporate One has developed innovative solutions for credit unions throughout our history. We, along with our subsidiary companies (CUSOs), Lucro Commercial Solutions and Accolade Investment Advisory are committed to our

member credit unions and their mission to help their communities thrive.

Why Should You Apply?

Employment with Corporate One includes being part of a collaborative environment where every individual is part of a team, making a difference to credit unions and the communities they serve. We are dedicated to improving the financial lives of others. You'll enjoy a friendly and casual work environment where personal autonomy, self-initiative, innovative thinking, and continuous learning are highly valued. We are proud to have an average tenure of 10 years!

We are proud to offer:

- **Organizational Strengths:** Corporate One Federal Credit Union is one of the nation's largest and most progressive corporate credit unions, with more than \$6.0 billion in assets and an average staff tenure of 10+ years.
- **Competitive Compensation & Benefits:** Corporate One offers competitive compensation, a generous 401(k) matching contribution, and quality health and ancillary benefits.
- **Work-Life Balance:** Generous PTO (Paid Time Off) starting with four weeks/year and 11 paid holidays.
- **Learning and Development:** We provide a full library of online training as well as group and individual training, and coaching, all focused toward helping you grow and be successful.
- **Additional Benefits Too Cool to Not Mention:** Ongoing special events throughout the year, flexible dress code, computer setup provided, tuition reimbursement, wellness program, gym membership reimbursement, and more!

Corporate One Federal Credit Union is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.

As the financial landscape continues to evolve, so do we. That is why it is an exciting time to join our team! Please visit our website to learn more at <https://www.corporateone.coop/>.

Education	Associate's Degree
Additional Comments	
Credit Union	Corporate One Federal Credit Union
State	Florida
Contact Name	Heather Brown
Email	hbrown@corporateone.coop

Phone	614-825-9276
Fax	
Expiration Date	05/26/2024