

Member Service Centre Operator – Full Time 35 hours per week minimum

Established in 1971 and based in South West Sydney, The Mac is a member-owned financial organization that is committed to providing members with a different kind of banking: the special kind where members really do matter. 50 years on, we are the local financial institution in and for the community in the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Member Service Centre Operator to join our team.

The responsibilities associated with this role include but are not limited to the following:

Service delivery

- Answer inbound calls using effective and appropriate communication skills
- Provide superior service levels to members (external) and other staff (internal)
- Maintain a thorough knowledge of products, services, policies and procedures
- Ensure all online channel communications are dealt with promptly and within agreed timeframes
- Pro-actively manage Member interactions to identify needs and where appropriate recommend appropriate products and/or services to meet those needs
- Undertake outbound calls as part of our Member Service Program

The skills, experience and attributes we are looking for in the successful candidate are:

Essential

- High level Member service orientation & strong communication skills
- Ability to establish and maintain member relationships and analyse needs
- Ability to work well as part of a team
- Display qualities that represent The Mac i.e. Friendly, Helpful & Supportive

Desirable

- Ultracs Core Banking platform experience
- Experience in Call Centre operations including inbound and outbound calls.
- Competence at Tier 2 level with basic deposit products and non-cash payment facilities

If you feel you are suitable for this role, please send your cover letter and resume to mail@themacccu.com.au by close of business 28th April 2022.