

## **eBranch Correspondence Representative – Job Description Summary**

Responsible for providing excellent customer/member service and maintaining strong professional relationships with customers/members who transact online or via correspondence. Responds to inquiries in the form of secured email, shared branching escalated calls, bill payments and info emails. Courteously and promptly resolves customer/member questions and problems, or refers them to appropriate personnel. Assist customers/members with system software and computer issues. Completes related records, reports, and documentation. Accurately and efficiently fulfills all research. Cross sells products and services and supports all functions within the eBranch.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment