

# Sr. Contact Center Specialist: Springfield, VT

One Credit Union is currently seeking a Sr. Contact Center Specialist, for our Springfield, VT location.

The ideal candidate will have:

- 2-3 years of experience in customer service
- 1-3 years of experience with ITM service delivery
- 5+ years of financial services experience
- 1-3 years of experience opening deposit accounts and related products
- Consumer lending experience a plus
- Great interpersonal and communication (written and oral) skills
- Familiarity with the Windows Operating System with proficiency in basic computer skills (Internet, Email, Word Processing and Spreadsheets).
- Ability to perform simple math such as interest calculations, percentages, multiplication, and division
- Responsible for accurate processing of member ITM (Interactive Teller Machine) transactions, including weekly balancing
- Strong TEAM player

The Full-Time Sr. Contact Center Specialist reports to the Contact Center Supervisor.

Requirements:

- High school graduate or equivalent.
- Wages commensurate with experience and skillsets.
- Benefits offered: Health Care: Starting 1<sup>st</sup> Day, HRA, FSA, Dental, Vision, Life & Disability, 401k plan with match, Holidays (11), Paid Time Off (PTO), Medical Reimbursement if not taking Healthcare.

Email cover letter, resume and  
references to

[jobs@onecu.org](mailto:jobs@onecu.org)

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