



FOR IMMEDIATE RELEASE

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Y-12 Federal Credit Union Promotes Charlie McAdams to Director, Member Service Center

OAK RIDGE, TN April 12, 2021 - Y-12 Federal Credit Union promoted Charlie McAdams to Director, Member Services Center. McAdams will be responsible for facilitating operations and optimizing the performance of the Member Service Center, which includes the Call Center as well as the Interactive and Remote Delivery Support teams.

In his position as Manager of the Member Services Center, McAdams was instrumental in improving efficiencies and capabilities within the department, including the implementation of a call routing system for Spanish speaking members, reducing call overflow and improving the overall average answer speed on incoming calls. Additionally, McAdams developed and integrated a chat bot into the organization's website allowing members quick answers to frequently asked questions 24/7 without the need to interact with a live agent.

Along with over 5 years of experience, McAdams is also a member of industry organizations like the Tennessee Credit Union League and NCUCCA – National Credit Union Contact Centers Association. Additionally, McAdams serves as an acting board member on the Y-12 FCU Gives Foundation.

About Y-12 Federal Credit Union

Y-12 Federal Credit Union is a full-service financial institution headquartered in Oak Ridge, TN, with 14 branches located in Anderson, Blount, Campbell, Knox, Roane and Sevier counties serving over 114,000 members. Membership is open to businesses and individuals that live, work, worship, or attend school in our eight-county service area.

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