



We are Hiring a **Member Service Representative**

Are you a person that likes challenges? Do you want to make a difference in a person's life? Do you like to volunteer in our communities and make it a better place for all?

The Credit Union philosophy is people helping people and we strive to accomplish this every day.

Member Service Representative Responsibilities:

- Assists members with opening and closing accounts, processes transactions, and addresses and resolves member problems, inquiries, or complaints. Refers problems to supervisor as needed, along with recommendations for resolution.
- Confers with members by telephone or in person to provide information about products or services.
- Identifies opportunities to cross-sell additional products or services to members.
- Accurately balances cash drawer, vault, ATM and daily transactions.
- Maintains accurate member account information on computer system and prepares required reports for management.
- Acts as a liaison between members and various departments. Resolves members issues as the contact point.
- Performs a variety of miscellaneous tasks including filing, copying, data input.
- Remains in compliance and follows all BSA policy and procedures including the completion of annual BSA training.

Qualifications:

- Up to six months of similar or related experience.
- A high school education or GED.
- This position requires a significant level of trust and diplomacy and normal courtesy and tact.
- Actively looks for ways to help people.
- Must be able to lift or carry 50 pounds with or without accommodation.
- Must be able to work in a stationary environment for most of the day.
- Must be willing to travel between locations and for training and conferences.

To Apply:

Please email resume and cover letter to: employment@nrccu.org.

NorthRidge Community Credit Union is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, military or veteran status, gender identity or expression, or any other basis protected by local, state, or federal law.