

Employment Opportunities



POSITION: Financial Service Representative

REPORTS TO: Manager, Service Center

CLASSIFICATION: NON-EXEMPT

DEPARTMENT: Retail

SERVICE STANDARDS:

The focus of this role is to:

- Act as a catalyst and promoter, reinforcing the following credit union's service standards:
- We always act in the best interest of our members.
- We own, respond, and immediately resolve member questions/concerns.
- We look for ways to innovate and improve the member experience.
- We continuously seek the opportunity to learn and grow.
- We maintain the highest degree of professionalism in appearance, language and behavior.
- We protect the privacy and confidentiality of all member and Credit Union information.

RESPONSIBILITIES:

- Accurately processes member transactions.
- Demonstrates excellent member service by cross-selling Credit Union products and services to meet member needs.
- Demonstrates professional behavior at all times and interacts with members to build positive relationships.
- Accurately explains the features and benefits of all Credit Union products and services.
- Balances cash drawer and transactions daily.
- Consistently contributes to the attainment of branch sales and membership goals.
- Promotes teamwork by working together to accomplish daily tasks and goals.
- Adheres to all Credit Union policies and procedures.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Excellent customer awareness (internal and external). Knowledgeable in Scient FCU products and services. Understands member needs. Able to accurately evaluate and predict the effect of decisions and how they relate to external customers. At least 1–2 years in a Credit Union, Financial Services or Credit Card call center environment is preferred.

Good Interpersonal Understanding. Anticipates actions and has a plan to deal with them. Focuses on the situation, not the person. Able to overcome objections and gain commitment.

Good listening and oral communication skills. Effectively transmits and receives information through a wide variety of sources. Able to effectively communicate with members, coworkers and other departments within the organization.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED) and one to three years related experience and/or training.

CERTIFICATIONS:

- None

Equal Opportunity Employer M/F/D/V.

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OTHER SKILLS AND ABILITIES:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one situations to members and other employees of the organization.

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Ability to operate a personal computer with a high level of proficiency utilizing core processing system. Ability to utilize other technological resources such as the Internet and e-mail.

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.

Noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.

While performing the duties of this job, the employee is required to stand; sit; use hands to finger, handle, grasp or feel; stoop; knee; crouch; push; pull; reach with hands and arms; repetitive motion; lift; and talk or hear. The employee must occasionally lift and/or move up to 50 lbs and frequently up to 10 lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

TO APPLY:

Please send your resume to careers@scientfcu.org.