



Member Service & Loan Representative

Job Description

The Member Service & Loan Representative is to accurately and efficiently assist credit union members with their financial transactions, loan applications, account openings, resolve problems, and assist with questions.

Essential Functions & Responsibilities:

- Interview consumer loan applicants, review and analyze credit reports as well as the completion of all related documents.
- Assists members with opening and closing accounts, answers questions about products and services and problem resolution.
- Deliver exceptional service to members both in person, by phone and by other additional communication channels.
- Maintains working knowledge of the Credit Union's products and services and is able to cross-sell products and services to fit our members' needs.

Experience and Education:

Experience - 2 to 5 years of similar or related experience. Credit union experience preferred.

Education - A high school education or GED. College Associates degree or higher is preferred.

- Other Skills/Abilities Knowledge and proficient use of Microsoft computer applications.
- Excellent interpersonal and communication skills.
- Efficient time management and organizational skills.

Certificates, Licenses, Registrations:

- Notary Public (or be willing to obtain)
- Mortgage License Originator (or be willing to obtain)

Work Environment

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

Job Type: Full-time

Schedule: Monday to Friday

Location: Williamsville, New York

Pay: \$18.00 per hour/negotiable upon experience

Supplemental Pay: Bonus pay

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance