

Job Posting: Member Service Representative-Lead

Career opportunities await you at Alabama Credit Union. At Alabama Credit Union, our employees feel good about their careers. We create an environment rich in learning and advancement opportunities, community support activities, and chances to provide input on company initiatives. Our “Best Companies to Work for in Alabama” and “Best Credit Unions” designations say it best- our employees feel good about their lives.

This position exists to serve our members at the Mercedes Branch in Tuscaloosa, Alabama. This is a front-line position, and the Member Service Representative Lead will be responsible for providing members with an outstanding service experience within the framework of the Alabama Credit Union Shared Values.

Duties include helping ACU members with their higher-level financial transactions (such as IRAs OR loan processing) in addition to typical transactions (such as conducting deposits and withdrawals, posting credit card payments and balance transfers, receiving debit card and check orders, etc.). The Member Service Representative Lead EITHER assists members with IRAs (such as takes applications for, inputs, and submits IRAs for approval; conducts deposits and withdrawals, and closes IRAs) OR serves as a Loan Processor by inputting/updating member loan applications in lending system and preparing them for review by a Loan Officer. The Member Service Representative Lead also opens accounts (such as savings, checking, CDs, IRAs, etc.), and provides information about products and services to members in order to serve their financial needs.

If you cannot talk to strangers about Alabama Credit Union products or services that they might utilize, if you can't rapidly change your focus from one task to another, or if you don't do well with “attention to detail” jobs, **this may not be the job for you.**

However, if you want the opportunity to provide great service and hone your salesmanship, and thrive on helping people in your workplace and community, **it may be the perfect opportunity to feel good about your career!**

Minimum qualifications include a high school diploma or equivalent, good computer skills (including the ability to use Microsoft Office products and web-based applications), good oral and written communication skills, the ability to follow lengthy procedures for account opening, the ability to describe and sell products and services to members, the ability to change focus efficiently in a fast-paced environment, and above all, a desire to help others in your community. Other preferred qualifications are one year to three years of experience in a teller or member service role in a credit union or bank environment, to include IRA and loan processing. Basic Spectrum and Teller Advantage knowledge, advanced understanding of governmental regulations for financial institutions are preferred.

To apply for the Member Service Representative Lead position:

Interested candidates may apply online **no later than August 28, 2018** at the Alabama Credit Union Careers page: www.alabamacu.com/Careers

Feel good about your career.