

Full Time – Floating Teller/Member Service Representative I

At ABCO Federal Credit Union's Willingboro Branch - Starting: \$14.50 an hour. Higher with relevant experience.

Do you like to help people? Do you currently work in customer service but want it to be more meaningful? Are you open to traveling within a 50 mile radius? We are looking to hire friendly, conscientious people to assist members with a variety of financial transactions, answer questions and promote our full range of financial products and services and be willing to serve as a floater when other branches are short-staffed. Our tellers (Member Service Representatives) are valued here at ABCO because they are the face of the Credit Union. The Member's first contact in most cases.

About ABCO Federal Credit Union

ABCO is a community centric financial institution that provides a wide range of services from personal and business banking to consumer lending. We are a not-for-profit organization so our products and services work to benefit our members. This means that the interest rates on loans are extremely competitive and the cost (aka fees) for services are generally lower than most commercial banks who work primarily for their stockholders. ABCO retains a small town personalized relationship with the membership. The staff are eligible members as well and we are all part of a community that works together to provide financial security to each other and the credit union organization.

A Day in the Life of a Member Service Representative

ABCO Member "Service" Representatives (MSRs) provide service to the membership in many areas. Examples of some of the "services" that you will provide are; Cash Services such as withdrawals, check cashing, and deposits. Inquiry Services such as balance inquiries, transaction history, payroll deposits and loan inquiries. Membership sign-ups and membership benefits inquiries. MSRs are the face of the Credit Union and work on the front teller line interacting closely with the membership to provide exceptional service. A professional and friendly demeanor is essential to building a positive environment for the members. If a fellow staff member is absent in another location, you are willing to sign off and travel to that branch to provide the same quality service. You may also be required to interact via email and by phone with members and back office staff alike for member account research or other operational needs, so good verbal and written communication skills are required.

Job Qualifications

Do you have at least two years experience in a customer service cash handling environment? Do you have a professional/friendly and attentive demeanor and strong organizational/retention skills? Do you pay close attention to accuracy and details? Do you have good verbal and written communication skills and basic computer knowledge, such as Windows based programs (i.e. Word, Excel & Outlook Email)? Are you able to work as team in a fast paced environment? Are you willing to travel to other branch locations? If you answered yes to these questions, we would love to have you apply for the position.

This Full Time position will be 35 to 40 hours per week and will require flexibility with the posted office hours. Opening and closing shifts are included in those hours. Floating MSR's are required to rotate Saturdays.

Lobby Hours: Monday to Friday: 9:00am to 5:00pm.

Saturday: 9:00am to 1:00pm.

If you like what you've read so far and have a few minutes, please reach out to us.

We will contact all applicants within a couple weeks of receiving a resume and inquiry of interest to let you know if we would like to interview you. After that, a few candidates will be invited to complete an application and meet with a manager. All interviewees will be informed when a final decision is reached. ABCO is an Equal Opportunity Employer.