



Ontario Shores Federal Credit Union has continued to grow into a full-service financial institution that serves over 11,750 members in the Western New York counties of Niagara, Orleans, Genesee, Wyoming, Cattaraugus, Allegany, and Steuben and is seeking a Senior Member Service Representative to join our growing organization!

A member-owned institution, we prioritize our members' best interests. Our devoted team of employees and Board of Directors collaborate to promote and protect the financial well-being of our members and communities we serve by providing value-creating services, offering sound financial guidance, and building trusted relationships.

Job Type: Senior Member Service Representative (on-site)

Shift and Schedule: Full-Time; Monday – Friday, 8:15am – 5:15pm

Location: Pendleton, NY

Pay: \$20.00 - \$22.00 per hour

Additional Salary Information

The salary range reflects our good faith and reasonable estimate of the possible compensation at the time of posting, the role and associated responsibilities, and the experience, education, and training of the selected candidate.

The Opportunity

- Serve as a liaison between the members and the credit union. Provide account information by phone or in person, as well as information on the full range of credit union products and services. Open accounts for members, interview, and professionally manage the member's daily needs. Provide a variety of transaction services to members including loan processing, closing, and disbursal. May lead the activities of other Member Service Representatives.

Duties and Responsibilities

- Greet and welcome members and visitors to the credit union in a professional manner. Represent the credit union to members in a courteous and professional manner. Provide prompt, efficient, and accurate service in the processing of transactions.

- Provide in-person and by-telephone general and specific service-related information concerning credit union products or policies.
- May reply to email or other electronic requests submitted by members, again providing professional, prompt, efficient, and accurate service, and information.
- Respond to member requests, problems, complaints, resolving issues, and/or directing them to the appropriate person for specific information and assistance. May handle more complex questions and problems for the other Member Service Representatives.
- Open new accounts and service existing accounts. Provide members with all the necessary information for membership. Inform members of all credit union services available
- Handle requests from members for transfers of shares to loan payments, share withdrawals, check requests, CD transactions, line of credit advances, and any other requests received from members.
- Process, close, and disburse loans.
- Conduct orientation interviews on credit union services and programs with each new credit union member.
- Promote credit union products and services based on member needs that are obtained from member interviews and/or review of member's account. Actively cross-sell products to help deepen member relationships.
- Up-to-date and comprehensive knowledge of all credit union products and services that are handled or promoted by Member Service Representatives. Up-to-date and comprehensive knowledge of all related policies and procedures, rules, and regulations.
- Provide information on investment alternatives to members wishing to deposit funds with the credit union.
- Research accounts for deposit, withdrawal, credit/debit card, and loan-payment discrepancies.
- Assist members in balancing their accounts.
- Assist members in opening individual retirement accounts.
- Participate in community outreach events
- Represent credit union in adherence to Mission, Vision, and Core Values

The above duties & responsibilities are intended to describe the general nature and level of work being performed by the Senior Member Service Representative, and are not intended to be a complete list of all responsibilities, duties, and skills required to fulfill this role.

Minimum Qualifications:

- Credit Union and/or banking experience desirable.
- High School Diploma or GED.
- Strong dedication to accuracy and efficiency.
- Basic math and computer skills.
- Cash handling experience.
- Prior customer service experience a plus.
- Excellent communication, time management, and people skills.
- Active New York State Notary Public license or ability to obtain licensure.

Benefits:

- We reward great work with great benefits! In addition to competitive compensation, Ontario Shores FCU offers a generous benefits package.

Our employees are the most valuable asset we have. We promote a culture that values the contribution of all our employees, which is what enables us to serve our diverse, growing membership so well. Ontario Shores FCU appreciates candidates with experience that align with our unique work environment and invites you to apply with both your cover letter and resume for our Senior Member Service Representative position today!

To learn more about Ontario Shores Federal Credit Union, visit our website at osfcu.com.

All qualified applicants will receive consideration for employment without regard to the individual's race, color, sex, national origin, religion, age, disability, genetic information, status as a military veteran or any other characteristic protected by applicable law.