



Family First Credit Union is one of the most financially sound institutions in Georgia with a capital ratio around 13.5%. We have 12,000 members and offer the best products and services available. We offer a competitive benefits package that includes health, dental, vision, long term disability, two life insurance plans, paid time off, tuition assistance, 401K, and defined benefit plan.

Opening: Member Service Representative

Purpose:

Serve as a liaison between the member 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 handle the member's daily needs. Provide a variety of transaction services to members including loan processing, closing, and disbursal.

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 and 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 members' requests, problems, and complaints, resolving issues, and/or directing them to the appropriate person for specific information and assistance.
- Open new accounts and service existing accounts. Set up new account files and provide members with all necessary information for membership.

- 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.
- 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.
- Up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by Member Service Representatives. Up-to-day and comprehensive knowledge on 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, and loan-payment discrepancies.
- Assist members in balancing their accounts.
- Assist members in opening individual retirement accounts.

Qualifications:

- Must be organized, self-motivated individual, accurate, detailed, well-groomed, and dependable.
- Strong written and verbal communication skills
- Requires a high level of professionalism, patience, efficiency, and attention to detail.
- Strong problem-solving ability.
- Salary based upon experience.

Please send your resume and salary requirements to search@ffcuga.org. Family First Credit Union is an equal opportunity employer, and as such it is our policy to offer equal employment opportunity (EEO) to all qualified persons without regard to race, color, sex, religion, age, disability, veteran status, or any other characteristic as established by law.