

Position Opening Notice

Position: Member Accounts Specialist

Availability: Monday-Friday

Location: Account Operations/ eHQ

Reports To: Deposit Operations Manager

Duties: Provides exceptional member service to all internal, external and potential credit union members that meet the Service Promises and Standards of the credit union. Serves as a primary resource for questions regarding new account policies and procedures. Acts as an expert in the subjects of power of attorney documents, special accounts (estate, guardianship, representative payee, trust), IRAs, as well as safe deposit box and notary procedures. Maintains procedures in Policy Tech to ensure that branch employees have access to accurate and current procedures. Annually reviews the suffix purge report and coordinates annual efforts related to the vacation and holiday accounts. Handles the inactive account report and mailing to ensure that accounts are able to close once all funds have been exhausted. Completes Garnishments, Levies, and Subpoenas in accordance with Florida law. Monitors deceased member accounts and handles them accordance with Credit Union procedure to ensure that they are closed within our specified guidelines.

Qualifications: High school diploma or general education degree (GED). Plus six (6) months as member service representative working with new accounts or commensurate experience, preferably in a financial institution. Must be bondable. Varying hours (night, weekends and holidays)