



## MEMBER SERVICE REPRESENTATIVE

Are you a hardworking team player that would like to begin a career in financial services? If so, you should consider becoming part of our growing team at AFCU.

For the past 70 years, Allentown FCU has successfully served its members. We are one of the strongest financial institutions in the country. Unlike Banks, we are a member-owned financial

cooperative. We return our profits to our members in the form of lower loan rates, higher savings rates and products and services with little to no fees.

All qualified candidates will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability, age, veteran status or any other characteristics protected by State and Federal law.

### Member Service Representative responsibilities include but are not limited to:

- Service members basic transactional needs
- Conduct general member account maintenance
- Answer and direct phone calls
- Actively listen to members to identify their financial needs
- Provide information on credit union products and services
- Recommending and cross selling products and services to members and potential members
- Assist members with any problems and reach problem resolution

### We are looking for the following skills and experience:

- 1-2 years of retail or customer service
- High School diploma
- Basic computer and keyboard skills
- Strong oral and written communication skills
- Prior cash handling experience

### Allentown FCU offers and excellent wage and benefits package which includes:

- 11 paid Federal holidays
- Paid vacation
- Paid sick leave
- 100% paid for major medical, dental and optical insurance
- Pension plan with 3% employer match
- Employer paid life insurance policy
- Long-term disability coverage

### LOBBY HOURS

Monday - Friday: 9:00 am to 5:00 pm  
NO NIGHTS. NO WEEKENDS. NO HOLIDAYS.

### PLEASE EMAIL YOUR RESUME TO:

Information@allentownfcu.com