

# Member Experience Generalist (Teller) - Bilingual Spanish

## Description

Monday – Thursday 8:30 a.m. – 5:30 p.m., Friday 8:30 a.m. – 6:30 p.m. Occasional Call Nights. Schedule may vary, must be flexible.

We have an exciting opportunity for you to utilize your financial industry customer service skills to impact the lives of our members, as they work toward the realization of their personal financial goals. The qualified candidate for this position has a high level of customer service experience. Bilingual Spanish and English is required.

Point West Credit Union is looking for a dynamic candidate for our Member Experience Specialist role. If this is what the next steps in your career look like – we want to hear from you!

- You are mission driven
- You value your personal achievements and working with a team toward success
- You value building strong relationships
- You have ambition to excel in your career
- You take pleasure in working with a company that values the highest level of integrity and ethics

We are looking for someone who has the ability to:

- Establish meaningful relationships with members
- Use trust and respect to deepen these relationships
- Maintain personal accountability in relation to the team's and branch's goals
- Collaborate with managers and team members for the branch's sales strategy
- Participate in community events

The job:

- Serves as a true member advocate. Goes above and beyond to provide a positive member environment, while ensuring prompt, accurate responses to members across all applicable channels, (in person, phone, email, etc.)
- Provides reliable handling of members' monetary transactions accurately, with attention to the specific account/loan being processed (e.g., deposits, withdrawals, loan payments, transfers, money orders, gift cards, miscellaneous receipts, etc.) through regular attendance, accuracy and attention to detail. Balances daily teller transactions.
- Uses probing and thoughtful questions and professional expertise to effectively provide members with additional education and offers regarding relevant credit union products and services.
- Assists existing and potential members across all communication channels (including face-to-face, phone, email, etc.) to explain or answer questions regarding specific services, products and policies, including membership eligibility requirements.

- Represents the credit union to members in a friendly, positive and professional manner. Prepares all communications and paperwork accurately, completely and professionally.
- Provides prompt, efficient, confidential and accurate service. Exercises considerable discretion in handling sensitive information and communications.
- Appropriately responds to member concerns, problems and complaints. Corrects account errors and problems. Ensures that all available resource materials and options are utilized and exhausted whenever possible to arrive at a resolution.
- Attends and actively participates in staff and departmental meetings.

You will be working toward ultimate customer service with other driven professionals like yourself.

Join us as we work toward maintaining a strong, trust-based community in our Credit Union with our members and in our communities.

**"The culture here at PWCU really is like no other company. From how we're committed to serving our community, to how we're treated as employees. I'm lucky to be able to be a part a diverse mission driven organization. Every day brings forward new experiences and proof of what makes this such a special place to work." - Sade Garcia, Branch Manager**

### **To Apply**

For application consideration, please send a PWCU Application, Cover Letter & Resume to [careers@pointwestcu.com](mailto:careers@pointwestcu.com). Applications without cover letters will not be considered.