



### Internal & External Job Posting

**Title:** Member Services Representative I

**Reports to:** Branch Manager

The Police Federal Credit Union, headquartered in the Washington, D.C. metropolitan area, is a full service, not-for-profit financial institution that has been committed to protecting the financial interest of members of the law enforcement community since 1935. Police Federal Credit Union has a workforce that is committed to exceeding expectations and building lasting relationships to help the organization continue steady growth.

We offer an excellent working environment, good benefits including health, life and 401(k) benefits with employer match after six (6) months, comparable compensation, and generous vacation leave.

We have an immediate career opportunity for a Member Services Representative at our Upper Marlboro, MD location. Incumbent serves as a liaison between the member and the credit union and provides account information by phone or in person. This position is responsible for professionally handling the member's daily needs. Incumbent will perform a variety of services to members on account transactions, loan applications, account openings/closing, ordering checks, ATM maintenance, account corrections and problem solving within established federal rules and regulations, credit union policies and procedures with the expectation of meeting or exceeding individual and branch organizational, financial, operational, service, and growth goals. Also, performs a broad range of branch/teller activities in person or by phone, email, fax, or online. This position will report directly to Branch Manager.

A minimum of two (2) years' relative sales and service experience preferably in a similar environment; Associates Degree preferred or equivalent combination of education and experience in a credit union and/or financial environment with demonstrated sales and service skills in consistently meeting sales/production goals.

#### **Additional Knowledge, Skills and Abilities**

- Experienced in a Centralized Lending branch environment and related service to members.
- Experienced in processing account transactions, loan applications, and new accounts, ability to problem solve within established policies and procedures, while maintaining compliance of all state and federal regulations and laws ensuring compliance with all governing regulations, especially Bank Secrecy Act requirements including Currency Transaction Reports and monitoring and reporting as appropriate any suspected suspicious activity, and knowledge of Office of Foreign Asset Control (OFAC) requirements as it may relate to the lending functions, ability to recognize cues for sales opportunities and identify unexpressed need to ensure quality service to members.
- Ability to calculate figures and amounts such as discounts, interest, percentages required, basic knowledge of MS Office software, specifically in the areas of Word and Excel.
- Highly organized, detail oriented professional.

For immediate and confidential consideration, qualified candidates should email cover letter, salary requirement and resume to: [humanresources@policefcu.org](mailto:humanresources@policefcu.org)

**We are proud to be an equal opportunity employer!**

**Website: [www.policefcu.com](http://www.policefcu.com)**