



Member Services Representative

SeaWest has a job opening for a Member Services Representative at our Alameda location on Coast Guard Island.

Job Summary:

The Representative assists Credit Union members with inquiries, financial transactions, and problem resolution as well as cross selling the Credit Union's products and services.

Job Responsibilities:

- Provides professional service and information on Credit Union products and services to current and prospective members.
- Assists and opens new accounts including savings, checking, savings certificates & IRA accounts.
- Answers questions pertaining to the loans and quotes rates, terms and types of loans offered by the Credit Union, the status of the account including Visa inquiries and payoffs.
- Assists members in using the Credit Union's products, bank wires and services including online and mobile banking systems.
- Processes member requests for check and statement copies, ATM and Debit cards, stop payments, check orders, and payroll allocation set-ups.
- Cross-sells Credit Union products and services that will benefit the member.
- Handles other duties and works on special projects as assigned.

Job Requirements:

- High School graduate or equivalent
- Two (2) years experience in a financial institution and basic knowledge of banking regulations
- Working knowledge of Microsoft Word & Outlook
- Good organizational and time management skills
- Excellent customer service and communication skills

If you'd like to join our team in providing exceptional service to our members, we'd like to hear from you. Please send your resume to: resumes@seawest.coop.