



Position Title: Member Service Representative I

Locations:

Cicero, IL (1 Part-time position available)

Little Village, IL (1 Part-time position available)

Description:

This Customer Service Associate/Teller position includes working with customers to meet their financial services needs through processing transactions and suggesting new products or services. The successful individual will have demonstrated the ability to communicate clearly and persuasively with customers, as well as process financial transactions quickly and accurately. Professional appearance and dress required for this highly visible position.

Responsibilities include:

- Achieve individual and branch sales goals by promoting and cross-selling bank products.
- Complete customer transactions accurately and timely.
- Identify solutions in support of customer needs.
- Research account information for customer inquiries.
- Maintain and enhance customer account relationships by providing excellent customer service
- Observe all security/internal controls and protect the bank against criminal and fraudulent activities.
- Accurate balancing within established time frames.

Requirements:

- High School diploma or equivalent.
- Prior cash-handling and sales/customer service experience.
- Ability to communicate effectively in both English and Spanish
- Flexible in hours including evenings and weekends.

We offer competitive pay as well as a dynamic work environment that encourages personal and professional growth. Work schedule can be coordinated with class schedule.

About us:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, and 1 branch in Wisconsin, over \$1 billion in assets, and serving more than 74,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$8.3 billion in financing to help over 156,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to rrios@self-helpfcu.org and *reference this job, "Teller" and the location of the position(s) you are applying for (either Little Village or Cicero) in the subject line of your message.*

The Self-Help Federal Credit Union is an Equal Opportunity Employer