



Job Posting

Financial Services Professional I-II

Position Description:

Market USA, a \$140M credit union headquartered in Laurel, MD is currently seeking a well-qualified, highly motivated, sales-oriented candidate for an open position in our Member Service Center. Our organization is growing, and we're seeking top-notch individuals to join our team and provide support to our members. The position requires processing of all inbound calls and special outbound call projects. This includes the delivery of excellent service, promotion of credit union products and services, through several remote delivery channels.

Pay Range: Salary commensurate with experience

Job Description Highlights:

- Answer all inbound calls. Primary contact for all existing members, potential and new members.
- Provide a high level of member service, measured against department/individual goals.
- Provide general and specific related information concerning credit union services or policies.
- Provide information and perform account transactions efficiently and accurately.
- Provide member service-related functions which include but are not limited to opening new and additional accounts; service existing accounts and loans; process loan payments by phone; process wire transactions; certificates; debit card/ach disputes; withdrawals and transfers; order checks; IRA transactions; fraudulent transaction research; and perform multiple account research type request.
- Provide online banking, mobile app and telephone banking support.
- Actively participate in department meetings and all required credit union compliance and product knowledge training.
- Cross train on specific task performed within the department, including some branch operations.
- Perform other duties as assigned.

Position Requirements:

Minimum Qualifications:

- High School diploma or equivalent; minimum 2-3 years member/customer service experience.
- Financial services experience a plus.
- Strong member/customer service and interpersonal skills to positively represent the credit union during member interactions.
- Communicate effectively in verbal and written form.
- Organizational and time management skills required to complete task in a fast-paced environment.
- Eagerness to help members improve their financial lives.
- Ability to maintain a positive and empathetic attitude at all times.
- Ability to work overtime if needed.
- Applicants will be required to submit to a background check; credit report review; and pre-employment skill testing

Schedule:

Monday – Friday 8:30-5:00. Hybrid Work Week after training is complete. Training performed in Laurel.

Application Instructions:

Interested candidates can submit their resume and salary requirements to jobs@marketusafcu.com or by mail to: Market USA FCU, Human Resources, 8871 Gorman Road, Suite 100, Laurel, MD 20723.

Company Info:

Market USA FCU was formed in 1953 and is focused on improving the financial lives of its members. Market USA FCU offers competitive salaries and a comprehensive benefit package for full time staff including medical, flexible spending accounts, dental, generous paid time off, paid paternity leave, casual back-office dress, pet policy, employee banking benefits, an employer matching 401(K) Plan, life insurance, employer paid long term disability, special accommodations (Laurel staff) for school age children off from school during school year, and career advancement opportunities. For more information on Market USA, please visit our website at www.marketusafcu.com.

Market USA Federal Credit Union is an Equal Opportunity Employer.