

At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer the modern conveniences for today's discerning consumer; we continue to embrace the warm interaction for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

Our competitive and generous benefits include paid vacation and sick leave, medical, vision and dental benefits, short-term and long-term disability coverage, company paid life insurance, 401K, paid holidays and most important a family-friendly environment. Our total compensation and total benefits are highly competitive within the industry.

We strive to add value to our member's lives by providing them with fast, easy and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

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**Job Title:** Member Service Representative **Job Status:** Non-Exempt - Hourly

Do you get satisfaction out of helping others and offering sound advice. This position allows you to assist members with their financial needs, by providing assistance and information regarding products and services.

PVCU Member Service staff are the face of the branch. You'll get to know customers' personal financial goals and recommend tailored solutions to meet their needs. You will also introduce customers to our new more efficient ways of banking online or using our mobile app and ATMS.

Here are some of the highlights for what you will be doing:

- Performs multitude of transactions, such as deposits, withdrawals, loan payments, check cashing, check orders; maintain inventory and cash drawer as assigned.
- Open new accounts and subsequent shares, checking, share certificates, business accounts, fiduciary accounts.
- Identify cross-sell opportunities and consult with members on appropriate products and services through interviews and profiling.
- Interview loan applicants, reviews the financial needs of the member and completes loan applications.
- Answer member inquiries, resolve member concerns, educates members about products and services;
- Completes and processes member forms i.e., debit card travel forms, fraud, and dispute forms.
- Produce instant issue debit cards.
- Maintains accurate balancing record of cash drawer and cash recycler.
- Assist members and potential members with their financial inquiries and technical needs.
- Providing assistance and information regarding products and services

The right person will be provided with some hands-on training that is necessary to perform the job. You must have reliable transportation because this position will travel between two of our branches which are minutes away from one another in Springfield, MA.

**KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED:**

- A high school education or GED
- Six months to two years of similar or related experience.
- Professional, well-developed interpersonal and communication skills are essential for projecting a positive image.
- Strong computer skills with proficiency in MS Office Word and Excel are required.
- Position requires the ability to read and understand oral and written instructions.
- Intermediate mathematical skill required (adding, subtracting, multiplying, dividing, percentages, interest) are required.
- Position requires the ability to work on a keyboard, sit or stand for prolonged periods of time, and communicate orally and in writing with members, management, vendors, etc.
- Position requires the ability to lift or move up to 20lbs.
- Ability to wear a headset if position requires it.

Pioneer Valley Credit Union is an Equal Opportunity Employer. We are committed to building an inclusive and diverse workforce.

Please send resumes to [HumanResources@pvcu.org](mailto:HumanResources@pvcu.org)