



THE PERFECT POSITION FOR YOU!

Are you great with people, **have a year of credit union or banking experience** and love solving problems — but prefer helping members over the phone instead of working the teller line? Join our Digital Experience Team and make an impact from the heart of our Credit Union!

At Champions First Credit Union, we're a \$500 million (and growing!) organization serving members across North Florida — from Pensacola to Lake City — with a strong focus on community, service, and employee growth.

What You'll Do

- Be a friendly, knowledgeable voice helping members with their accounts, loans, and digital banking.
- Solve problems and provide excellent service by phone, chat, and other digital channels.
- Open new accounts, process requests, and assist with online and mobile banking tools.
- Deliver accurate, efficient service and ensure every member feels valued.

What You'll Bring

- At least 1 year of experience in a credit union, bank, or financial institution.
- Call center or member service experience in banking is a strong plus.
- Great communication and problem-solving skills — you genuinely enjoy helping people.
- Comfort using multiple systems and digital platforms throughout the day.

Why You'll Love It Here

We believe our employees deserve the same level of care we give our members. You'll enjoy:

- Health, dental, and vision insurance

- Company paid life insurance
- 401(k) with up to 4% company match
- Gold Coin Profit Sharing
- Tuition reimbursement for those wanting to grow or start their banking career
- Career advancement opportunities within a supportive, professional culture
- Generous paid time off — including vacation, sick, personal, birthday, work anniversary, and federal holidays.

We're proud to offer a workplace that values balance, teamwork, and continuous learning.

If you're ready to bring your people skills and financial experience to a credit union that truly values its team, apply today and grow your career with Champions First Credit Union!

Requirements

Job Specifications

1. Professional, well-developed interpersonal skills necessary for servicing Credit Union members and projecting a positive image as representative for the Credit Union.
2. Work requires extensive knowledge of all Credit Union products and services. These characteristics are normally acquired through completion of a high school education plus some related experience in the member service and/or teller area of a credit union or financial institution.
3. Intermediate mathematical skills required (calculations and concepts involving decimals, percentages, fractions, etc.).
4. Written communications must be at an advanced level whereas the position of the Credit Union is communicated in complete sentences with proper grammar using spell check and any other electronic correction methods to avoid sending emails and letters incorrectly worded.
5. **Must have a minimum of one year of member service experience in a financial institution – preferably in the Call Center area.**
6. This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, printers, filing cabinets and fax machines. Additionally, this job

may occasionally be required to operate a vault, ATM for balancing process, cash counter, cash advance machine and coin machine.

7. This position requires manual dexterity, the ability to lift files and open filing cabinets and vault doors. Should be able to lift full boxes of work. This position requires bending, stooping or standing, as necessary.

THE BENEFITS PACKAGE

We want you to feel supported—not just at work, but in your everyday life. That’s why our benefits are designed to help you stay healthy, plan for the future, and actually enjoy your time outside the office.

Insurance That Has Your Back

Your well-being matters. We offer solid medical, dental, and vision options so you—and the people who matter most to you—can feel protected.

A Retirement Plan That Helps You Grow

We’re here for the long haul. Our retirement plan includes an employer contribution to help you build financial confidence for the future.

Plenty of Time Off (Plus Paid Holidays!)

Life gets busy. That’s why we offer generous paid time off *and* a full lineup of paid holidays each year. Whether you're taking a vacation, spending time with family, or simply taking a breather, we want you to have the time you need.

We Truly Value Our People

At the end of the day, we want you to feel appreciated and supported. When you join our team, you’re joining a workplace that cares about you as a whole person—on and off the clock.

HOW TO APPLY!

Visit our Career page at <https://championsfirst.org/connect/careers/>