

Part-Time Universal Member Service Representative – Alexandria Branch – Alexandria, Virginia

As an InFirst team member, you will embody these guiding principles in our Mission and Vision Statement in every aspect of your position.

Mission Statement - Empowering members to achieve financial success.

Vision Statement - As a trusted financial partner for all generations, we are committed to delivering a secure member-centered experience that supports you and your family in achieving your financial goals throughout all life milestones.

The Part-Time Member Service Representative assists members and potential members with their financial needs, opens new accounts, processes account transactions, resolves problems, and provides assistance and information regarding products and services. Performs a broad range of branch and teller activities in person and/or via phone, mail, email, fax, and online services. Provides such member services as responding to inquiries concerning account activity on both deposit and loan accounts, debit and credit cards, membership, ordering checks, corrections, etc. Cross-offers credit union products and services. Responds to questions and provides information upon request from members (internal and external). Processes requests/transactions, as appropriate. Assist members and potential members in understanding and utilizing credit union products and services.

Education and Skills Experience

A high school education or GED is required. Six months to two years of similar or related experience in member service, operation and/or lending. Previous sales experience, teller, and/or member service experience preferred.

InFirst Benefits

An attractive compensation package includes base pay, 401(k), federal holidays, financial wellness, and tuition reimbursement. Candidates considered for employment must pass a credit, background, references, and bonding check.

About Us

InFirst is a member-owned cooperative providing financial solutions to our members. Originally chartered in 1935, InFirst serves more than 14,000 members nationwide and has assets of over \$180 million. InFirst has a dynamic and diverse work culture.

EEO Statement

InFirst is an Equal Opportunity Employer fully dedicated to achieving a diverse team. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, national origin, age, sex (including pregnancy, gender identity and expression, and sexual orientation), disability status, protected veteran status, or any other characteristic protected by law.