

**CARROLL COUNTY BUSINESS & EMPLOYMENT RESOURCE CENTER
JOB ORDER FORM**

224 N. Center Street, Westminster, MD 21157

****Employers: BERCCan only provide services for positions that are regular W-2 positions**

JOB TITLE: Member Service Specialist

EMPLOYER'S NAME: Point Breeze Credit Union
EMPLOYER'S PRODUCT/SERVICE: Banking
ADDRESS: 405 Englar Road, Westminster, Maryland 21157
PHONE: (443) 589-7479 **FAX:**
CONTACT PERSON: ADA PORTILLO
TITLE: Human Resources Coordinator
EMAIL: aportillo@pointbreezecu.com
WEBSITE: <https://pbcu.com/about-us/careers>

JOB DESCRIPTION: Point Breeze Credit Union is currently seeking a Member Service Specialist.

Point Breeze Credit Union offers easy, reliable banking by helping our members save time and money. This starts with a dedicated and engaged team of employees who have a shared passion for helping each other and our members. As employees of Point Breeze Credit Union we follow the Rules of the Road: Deliver Quality and Value, Focus Our Efforts, Participate and Be Candid, and Take Responsibility.

****NOW OFFERING A \$500 SIGN ON BONUS FOR THIS POSITION**** (\$250.00 paid upon position start and \$250 paid after six months in position, conditions apply)

Applicants must demonstrate compliance with the Credit Union's policy for mandatory vaccination against COVID-19

Must have the ability to perform all duties associated with the Member Service Specialist I and Member Service Specialist II positions, including but not limited to all teller duties as well as new account functions
Deliver sales and service excellence through increased cross selling opportunities for additional products and services to include debt protection coverage on loans. Must be able to demonstrate product knowledge, recognize opportunities and overcome objections while recommending products and services that will improve the members' financial lives.
Responsible for opening complex (trust, estate, guardianship and representative payee) and business accounts. Must be able to clearly present, explain and maintain these accounts and the service terms and conditions to meet all compliance requirements.
Must have knowledge of all essential procedures to obtain required documentation to complete loan interview process
Ability to complete loan process, including but not limited to application processing, preparing and completing necessary documents, and administering loan disbursement upon approval
Must be able to answer and perform general loan inquires, including but not limited to calculating payoff statements, updating payment information and adjusting debt protection products
Adhere to all credit union compliance requirements, including Bank Secrecy Act (BSA) guidelines and regulations as explained and as appropriate for the position
Perform other office operations related duties as assigned by the Office Manager or authorized party
Must have the ability to travel between credit union branches as assigned

JOB REQUIREMENTS: High school diploma
Minimum of 1 - 3 years of similar or related experience that aligns with MSS I and MSS II skill sets (Teller and New Accounts)
Strong interpersonal and customer service skills
Enthusiastic and outgoing personality
Excellent attention to detail and accuracy skills
Effective written and verbal communication abilities
Ability to cross-sell credit union products and services

OTHER JOB REQUIREMENTS: , , H.S. Diploma/GED, , , , , , , , , Background Check

WAGES PER HOUR: 17-26

NUMBER OF OPENINGS: 1

PERMANENT OR TEMPORARY EMPLOYMENT: PERMANENT

FULL TIME OR PART TIME: FULL TIME

OVERTIME: YES

BENEFITS: YES

Competitive Compensation, Paid Time Off, Paid Holidays, Excellent Medical, Dental & Vision Coverage, 401(k) Retirement Savings Plan with Generous Company Match, Company Paid Tuition Assistant

DAYS OF WORK:

MONDAY 8:15-5:15 TUESDAY 8:15-5:15 WEDNESDAY 8:15-5:15 THURSDAY 8:15-5:15 FRIDAY 8:15-5:15 SATURDAY 8:15-1:15

SHIFT:

HOW TO APPLY: <https://pbcu.com/about-us/careers>

WILLING TO TRAIN: YES

EXPERIENCE REQUIRED: YES

EXPERIENCE IN MONTHS:

MINIMUM AGE: 18

CLOSING DATE: 04/30/2022

Posting Date 3/16/22 Follow-Up Date _____ Pull Date _____ Entered in MWE _____ Staff _____