



Account Services Representative

Full-time position; 40 hours/week; some overtime may be required

SUMMARY: At Billings Federal Credit Union our Account Service Representatives consistently provide an atmosphere of high-quality member service. We accurately perform call center-related transactions and services for members while maintaining accurate transactional records in accordance with credit union policies and procedures. This is a full-time, 40 hours/week, position.

The SUCCESSFUL candidate for this position:

- Has demonstrated success in a position involving customer service, sales, problem resolution and clerical office work
- Finds satisfaction in helping people achieve financial well-being
- Commits to forwarding the credit union's mission of delivering sound financial solutions
- Is consistently mindful of compliance with regulations, policies and procedures
- Will be an advocate for the credit union and our members

TRAINING AND EXPERIENCE:

- High school diploma or the equivalent; required
- Experience in a professional office setting involving sales, customer service and extensive public contact; required
- Experience in answering multi-lined telephone system; required
- Training and/or experience in basic computer skills (MS Word, Excel, and Outlook); required
- Employment experience in a Financial Institution; highly preferred

KNOWLEDGE AND ABILITIES:

- Knowledge of computer operations
- Excellent telephone manners, skills, and techniques
- Excellent oral and written communication skills
- Excellent organizational skills
- Capable of changing functions quickly and frequently
- Excellent skills in time management and prioritizing workload for maximum efficiency

SPECIAL FACTORS:

- Requires absolute accuracy within time limitations.
- Commitment to hours required of this position: Mon – Fri; 8am – 6:30pm; 40 hours/week
- Requires working with frequent interruptions.
- Ability to lift and/or carry up to 35 pounds.
- Stooping; kneeling; crouching; and reaching below, at, and over shoulder level required.
- Sitting – 75%; standing and walking - 25%.
- Hearing, visual, and verbal ability required.

**Because our branches are fully open to serve walk-in public, Telework/Remote Work/Work-from-Home is not available for this position.*