



## **Financial Services Representative**

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

At Billings Federal Credit Union our Financial Service Representatives consistently provide an atmosphere of high-quality member service. FSRs confidently perform transactions for members with regard to all share and loan products and services by consulting with members and providing solutions to match their needs.

### **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:**

- Experience in a professional office setting involving sales, customer service and extensive public contact; required
- Registered, or able to obtain registration with the Nationwide Mortgage License System; required
- Employment experience in a Financial Institution; highly preferred
- Consumer Lending experience; highly preferred
- College degree or equivalent combination of college and work experience; preferred

### **KNOWLEDGE AND ABILITIES:**

- Strong analytical skills.
- Ability to use a personal computer.
- Knowledge of basic bookkeeping principles.
- Ability to follow written and oral communications and instructions.
- Excellent telephone techniques and manners.

### **SPECIAL FACTORS:**

- Requires being under constant pressure for absolute accuracy within time limitations.
- Commitment to hours required of this position: Mon – Fri; 8am – 5pm; 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.*