



## Member Relationship Officer I

**We currently have a career opportunity for a full-time Member Relationship Officer based out of our New London branch, floating to our Clintonville branch 50% of the time!**

The Member Relationship Officer creates a positive impression and establishes strong member relationships creating a lasting member experience. They assist members with consumer lending needs, new accounts, digital services, account maintenance, processing member transactions and problem resolution. While working with members, they uncover needs, educate members on products and services, and recommend solutions.

The primary responsibilities of the Member Relationship Officer role include but are not limited to:

- Promoting and upholding the Fox Mission, Purpose, Vision, and Values
- Building and maintaining lasting relationships through conversations, anticipating members' future needs and exceeding expectations
- Interviewing loan applicants and providing underwriting additional information to make loan decisions
- Assisting members with their needs by opening and maintaining deposit products and services
- Processing basic and advanced member transactions and account maintenance confidentially, accurately, and efficiently, and assisting members with problem resolution
- Educating members on ancillary loan products, insurance options, and securing appropriate solutions.
- Achieving assigned goals
- Providing members with sound guidance for their financial needs and referring as needed to partnering teams (i.e. Financial Well-being, Mortgage Lending, Investment Services, Treasury Management)
- Positively representing Fox in the community

Candidates for the Member Relationship Officer position should possess:

- Minimum of one year of sales and service experience
- Previous financial industry experience is preferred
- Financial Counselor Certification is a plus
- Strong communication skills including verbal, written and active listening
- Sales skills in gaining commitment to products and services
- Excellent interpersonal skills to maintain a professional, courteous, and friendly atmosphere for members and team members
- Flexible availability, including rotating Saturdays
- Proven attention to detail
- Excellent written and verbal communication skills
- Advanced knowledge of Microsoft Office or similar software
- Bilingual skills are a plus

Branch hours: Monday-Friday 8am-5:30pm and Saturday 9am-12pm

Fox Communities Credit Union is a \$2.8 billion in assets community-based credit union serving more than 130,000 members at over 20 locations. We take pride in being a progressive, member-owned, full service financial institution dedicated to serving the community.

Fox Communities Credit Union believes our team members are our most important asset. **We offer a great team environment, competitive salary and an excellent benefit package which includes, medical,**

**dental, vision, life, short term and long-term disability insurance, 401k (Roth and Traditional), which includes company contributions including match, paid time off and caregiver leave! As part of our commitment to the communities we serve we also offer all team members Paid Volunteer Time Off! If you are enthusiastic about a rewarding career with a successful & growing credit union, apply now!**

Equal Opportunity Employer of Minorities, Females, Protected Veterans, and Individuals with Disabilities.

*Live Your Purpose*