

MEMBER EXPERIENCE ADVISOR

Role Description:

A Member Experience Advisor is a highly motivated, outgoing, ambitious, team player passionate about helping members improve their financial well-being.

This member-facing employee educates, coaches, & supports members while meeting all sales, services & operational expectations.

As the credit union's face, this vital role is responsible for consistently delivering high-caliber service to members and employees.

Essential Functions & Responsibilities:

- Proactively engage & educate current and prospective members. Resolve issues, develop & maintain member loyalty, & solicit member feedback to improve credit union performance.
- Develop member financial solutions, and apply need-based sales techniques, achieve performance goals.
- Partner with team and credit union leadership to identify and resolve the root-cause of problems, form creative solutions and expand credit union opportunities.
- Deliver strong sales performance while practicing ethical sales behaviors following credit union core values of Integrity & Honesty; always act in the member's best interest when offering additional products & services.
- Strictly adhere to all regulatory requirements, maintain accuracy, and apply organizational policies and procedures in all activities.
- Performs other job-related duties as assigned.

Required Experience:

One year to three years of similar or related experience.

Education:

High School education or GED

Position Type:

Full Time

Starting Pay:

\$17 per hour

Location:

Ocala Branch - Ocala, FL

**COME SHINE
WITH US**



**SCAN HERE TO
START YOUR
APPLICATION**