



Welcome to a new standard of excellence!

Our purpose since 1936 has been simple, *to ensure that our members receive caring and personal service along with exceptional value.* We are committed to serving employees of the LA County Fire Department, and local municipal employees and their families with industry-leading dividends on deposits, and competitive loan rates. We are socially conscious and reflect the values we live by. To really stand out in a constantly changing world, each of us at F&A is value-driven at every level. We believe in a good work/life balance, and we all share the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental and Vision Insurance – 100% of employee premiums are paid by F&A
- Subsidized benefits for dependent premiums
- Employee Loan Discount Program – deep discounts on your home and car loan
- 401k with employer match of 3%
- Profit sharing – 6% of annual salary is contributed each year
- Paid time off accrual starting at 4 weeks per year
- 12 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance coverage for employee and family
- Educational assistance program
- Employee assistance program
- Basic Life and AD&D insurance

What you will do for us:

As a Member Services Representative you will be responsible for providing prompt and courteous account maintenance services to members.

- Will deliver prompt, courteous, and accurate membership account opening and maintenance services including address changes, CD/IRA account opening and redemptions, and death claims for members in person, online and by mail.
- Will provide intake application assistance for consumer loans.
- Assist members with inquiries regarding their account, including discrepancies, and assist members navigate online banking and the mobile application.
- Verify all membership eligibility information and processes online applications.
- Audit membership cards and other documents as needed for accuracy.
- Provide members with product information and make recommendations based on their individual financial needs.
- Refer members to the appropriate MLO for Real Estate transactions.
- Communicate pertinent information to other departments.
- Campaigns for improvements in efficiency and member service while encouraging a team focused environment.
- Will support staff members with the release of flags and freezes.
- Provide back up support to Tellers and other branches as needed.



- Assist in processing payment requests on delinquent loan or overdrawn accounts.
- Available to work the Credit Union's core business hours, Monday – Friday 8am – 5 pm.

Qualifications

- High school diploma or GED
- Ability to be bonded and retain status
- Valid CA Driver's License
- Three (3) to five (5) years of similar or related experience
- Strong verbal and written communications skills
- Strong attention to detail
- Knowledge of State and Federal regulations for deposit accounts, membership types, and teller transactions
- Ability to deliver courteous, friendly, and professional service
- Ability to evaluate, plan, and prioritize work effectively and independently
- Proficient in MS Word and Excel

F & A Federal Credit Union is an equal employment opportunity employer. We will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring (Ban the Box) ordinance. Please forward your resume to jobs@fafcu.org for consideration.