



At F&A Federal Credit Union, we are creating exceptional financial opportunities for our members and their families today, and for generations to come. We proudly serve employees of the LA County Fire Department, Agricultural Commission / Weights & Measures, and local municipal employees and their families. Our mission is to help our members reach their financial goals at every life stage by providing access to the highest value products, superior service, and trusted advice. To really stand out in a constantly changing world, each of us at F&A is values-driven at every level and sharing in the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental, Vision, and Life Insurance – 100% of employee premiums are paid by F&A
- Subsidized medical premiums for dependents
- Employee Loan Discount Program – even better rates on your home and car loan
- 401k with employer match up to 3.5%
- Profit sharing – 6% of annual salary is contributed each full calendar year worked
- Paid time off accrual starting at 4 weeks per year
- Up to 13 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance available for employee and family
- Educational assistance program
- Employee assistance program

Essential Job Responsibilities

As a part time Member Services Representative, you will be responsible for providing prompt and courteous to members, including account opening and maintenance services at our Whittier branch. Provide financial coaching and product information based on our member's individual needs. May also be assigned to process other department, clerical tasks including mail and retrieving member messages. Hours: 11:15am – 4:15pm, Monday – Friday.

- Responsible for membership account opening and maintenance services, including but not limited to, address changes, certificates, IRAs and death claims.
- Provide notary services, one license is obtained.
- 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.

Submitting your resume serves as only an inquiry for employment. If your skills and experience are a good match for the role, you will be asked to complete an official application for employment prior to meeting with us for an interview.

For consideration, please submit a resume and cover letter to jobs@fafcu.org and include "Part Time Member Service Representative - Whittier" in the subject line of your email. Hourly range: \$20.57 – \$25.71.