



Southwest Colorado Federal Credit Union's mission statement is "To provide a broad range of high quality, cost-effective financial services to residents of Southwest Colorado and to promote a long-term partnership with members while encouraging financial responsibility."

If you strive to put your best effort forward and excel in customer service, we want to talk to you about becoming part of our team!

We are currently seeking applicants for our New Accounts/Receptionist position.

Description:

Our ideal candidate seeks opportunities to exceed our members' expectations while offering accurate and efficient service when conducting member transactions, answering members' inquiries and opening accounts. We seek individuals with a friendly, positive attitude who take pride in their work. They must work well as a team and individually while taking part in ongoing training activities to enhance their skills and knowledge. They must demonstrate integrity, professional behavior and have excellent communication skills.

Qualifications:

- Ability to be an integral part of a team and help in other areas/departments of the Credit Union as needed
- First-rate customer service skills
- Critical thinking and creative problem-solving skills
- Self-motivated
- Ability to communicate effectively, both written and verbal
- Passion to help people understand their finances
- Ability to maintain professionalism in a fast-paced environment
- Have strong attention to detail and general aptitude for math
- Intermediate computer knowledge (Microsoft Outlook, Word, Excel)
- Ability to lift and carry 25 pounds
- Previous new accounts/receptionist experience is a plus!

Responsibilities:

- Greet members quickly using good eye contact.
- Function as a teller on a need-be basis, filling in for peak schedules or for an absence or shortage on the teller line.

- Answer questions in person or on telephone.
- Open new accounts-including savings, checking, certificate accounts, IRAs, Health Savings Accounts, etc.
- May assist loan department by giving members loan applications and receive completed loan applications. Provide members with basic information about rates, required back-up documentation, etc. Support with insurance tracking for collateralized loans. Input insurance data into system and create reports for insurance companies.
- Provide account services to members by receiving deposits and loan payments; cash checks; issue withdrawals; record night and mail deposits; sell cashier's checks and money orders; remit savings bonds.
- Communicate effectively about other services and products the Credit Union offers by answering inquiries and ascertaining members' needs.
- Maintain address changes and charge maintenance fees as needed.
- Complete special requests by closing accounts when needed; take orders for checks; open and access safe deposit boxes with members; provide statements and copies.
- Make contributions/withdrawals to IRAs and Health Savings Accounts.
- Perform notary public duties.
- Maintain member confidence and protect Credit Union operations by keeping information confidential.
- Comply with Credit Union policies, federal regulations and laws.

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