

InRoads Credit Union is seeking a diligent and knowledgeable full time Branch Concierge to join our team in Scappoose, Oregon. This position comes with a full benefit package including a matching 401k.

The Branch Concierge is someone who enhances the member experience by providing exceptional service by greeting members and visitors who come to the branch. They direct branch guests to the proper subject matter expert or technology channel that best suits their needs.

This role will require at minimum a high school diploma or GED. A successful Branch Concierge should be equipped with the following:

- Basic knowledge of consumer account products and services offered by the Credit Union.
- Basic knowledge of department software, such as chat, email, and phone system.
- Good at relating to the public and team members, having empathy, with abilities to teach, influence or persuade.
- The ability to comply with the requirements of the Bank Secrecy Act, AML, and OFAC as it specifically relates to the job functions and stays informed concerning other regulations that pertain to job responsibilities.
- Basic knowledge in spreadsheet, word processing, Outlook, and database software applications
- Strong ability to multitask
- Requires strong interpersonal and communication skills to communicate with membership and develop trust.
- Ability to maintain composure while under pressure when interacting with members using active listening skills.
- Must be reliable in creating highly accurate work results, meeting strict deadlines, and prompt and friendly service delivery.
- Requires working with others in a group or team and the ability to remain flexible despite interruptions and/or routine changes to priorities and/or job duties.
- Must have the ability to work a Monday through Friday schedule and be bondable.
- Understands Credit Union philosophy, our organization, bylaws, and operational procedures.

InRoads Credit Union is an Oregon-based not-for-profit financial institution. At InRoads, we are that trusted resource for our members and communities. We're here to deliver the financial expertise our members want and need, from affordable loans and financial resources, to money saving advice and planning. When our members succeed, so does the credit union. Our employees are a vital part of that success. Transparency, celebration of individuality, confidence, the ability to work with members to achieve their financial goals and dreams, and strong communication skills are necessary for any successful candidate. Together we are InRoads Credit Union.

If you feel a connection to our credit union after reading a little about the position and our organization, and you meet minimum qualifications, submit your employment information (letter of interest, resume, and application) as soon as possible. This position will remain posted until filled.

InRoads is an equal employment opportunity employer.