

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

At the heart of every InRoads Credit Union position is a relationship built between the you and the members you serve. Transparency, acceptance of individuality, confidence and strong communication skills are necessary. You understand that members trust and rely on your assistance daily. Your goal is to exceed the members expectations in everything you do.

As a Universal Service Advisor, this person will be expected to deliver high-quality, consistent member service to members and prospective members both in-person and as needed, using our InRoads delivery channels (chat, video, and phone). The job duties will primarily consist of member engagement with a focus on new accounts and consumer lending. This role will establish new memberships and/or add additional products or services that meet the needs of the individual to an existing membership. They will develop relationships with individual to discover information concerning their financial needs and processes requests for transactions, new membership/accounts, and consumer loans. This individual will be expected to maintain knowledge of all products and services offered by the Credit Union in order to successfully fulfill individual's financial needs.

This role will require at a minimum 3-years of experience in a financial institution, preferably with consumer lending background or less work experience with an associate degree or greater in a business-related field.

A successful Universal Service Advisor II should be equipped with the following:

- Requires strong interpersonal and communications skills to develop trust.
- Must be able to maintain composure under pressure, interact routinely with others face-to-face, by telephone, and through other communication methods using active listening skills and excellent teamwork.
- 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.
- Proficiency in spreadsheet, word processing, Outlook, and database software applications skills.
- Must be available to work Monday through Saturday schedule and be bondable.
- Requires ability to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl on a routine basis.

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.