



Floating Universal Service Advisor 1

InRoads Credit Union is seeking a diligent and knowledgeable Floating Universal Service Advisor 1 to join our team in St. Helens, Oregon.

The primary function of the Floating Universal Service Advisor is to assist new and existing members with their immediate, short term and long-term financial needs/goals through exceptional service and problem solving. This position regularly combines all aspects of member services, account opening functions, contact center duties, as well as, actively involving other member contact departments and support/back-office staff to fulfill member needs. The successful incumbent is flexible enough to greet/welcome incoming members, act as a financial services consultant and perform teller transactions. This position requires travel to our three branches and administration office in Scappoose, St. Helens, and Rainier to provide the above services.

This role will require at minimum a high school diploma or GED and 1-year previous experience working in a member facing role in a credit union or in retail sales. A successful Floating Universal Service Advisor 1 should be equipped with the following:

- Proficiency in spreadsheet, word processing, and database software, and good math skills are required.
- Must have ability to retain knowledge of a wide range of financial products and services available at the credit union and be able to cross-sell those to members routinely.
- Requires strong interpersonal and communications skills to establish a professional and courteous relationship with all members.
- Must be able to maintain composure under pressure.
- Interact routinely with members and colleagues face-to-face, by telephone, video, and other communication methods using active listening skills and excellent teamwork.
- Must be reliable in meeting demanding and highly accurate work results, strict deadlines, and prompt and friendly service delivery.
- Requires working with others in a group and team and the ability to remain flexible despite interruptions and/or routine changes to priorities and/or job duties.
- Must be available to work Monday through Saturday schedule.
- 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.