

InRoads Credit Union is seeking a diligent, and knowledgeable full time Director of Member Services in St Helens, 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.

The Director of Member Services is responsible for all branch and Operations center frontline operations including servicing and maintenance of all member accounts. Additionally, this position will as required participate in underwriting consumer loans, working with members, and serving as a leader at the Credit Union in supporting frontline operations. The Director of Member Services plays a key leadership role in animating our brand throughout the organization, collaborating with all departments in providing excellent member service to our members.

This role will require a Bachelor's Degree in a business-related field with a minimum of 2-years job related experience or at minimum 3-5 years of job related experience including knowledge of financial products and services as well as strong leadership, coaching and supervisory skills.

A successful Director of Member Services should be equipped with the following:

- Requires strong interpersonal and communications skills to discuss, provide guidance and/or resolve member or staff concerns.
- Must be able to maintain composure under pressure, interact routinely with others face-to-face, by telephone, Video and through other communication methods using active listening skills and excellent teamwork.
- Strong leadership skills and attention to detail.
- Proficiency in spreadsheet, word processing, Outlook, and database software applications skills is required.
- Must be reliable in creating highly accurate work results, meeting strict deadlines.
- 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 or obtain NMLS#

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.



Director of Member Services

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.