



Member Solutions Advisor
TCT Federal Credit Union
Full Time

TCT Federal Credit Union is looking for the perfect candidates to staff our new Member Solutions Center. The perfect candidate will be a person that loves solving puzzles and turning difficult situations into positive outcomes. They will have strong skills in all aspects of communication including verbal, the written word and listening. We are a culture of People Helping People and our Member Solutions Advisors will hold the role of Member advocate as a first point of contact between our Members and the Credit Union. They will achieve this by working closely with all the internal departments of the Credit Union. If you feel this fits your personality and we can hear your smile through the phone, then you may be just what we are looking for!

Applicants must have:

- Education/Certifications:** A high school education or GED.
- Experience Required:** Six months to two years of similar or related experience preferred.
- Interpersonal Skills:** Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
- Skills and Abilities:** Good listening and telephone skills; able to operate a calculator, and computer keyboard; able to make decisions with minimum information; good written communication skills (text, email).

TCT offers a competitive compensation plan; an enthusiastic team-oriented environment, an outstanding benefits package including: medical, dental, vision, life and disability, voluntary benefits, paid vacations, an extremely generous 401(K) plan, and much more! If you meet the above qualifications and would like to be considered for this position, please send your **resume** along with a **cover letter & salary requirements** to:

TCT Federal Credit Union
Attn: Human Resources
416 Rowland St. Ballston Spa, NY 12020
Or email to jobs@tctfcu.org
Or Fax to: 518-288-3751