



Operations Support Specialist

TCT Federal Credit Union

Full Time

TCTFCU is interviewing for an experienced Operations Support Specialist to work in the Queensbury Operations Center. This full-time position would perform a wide range of back-office operational functions as well as provide support services to both our internal and external members. These back office operational functions and support services will necessitate the proficiency in every component of the debit and credit card operational process and include but are not limited to ACH/EFT, IRA and general deposit account activities. The position requires that services and functions be provided in a personal, professional and knowledgeable manner that supports TCT's philosophy of "Member First".

Applicants must have:

- High School Diploma
- Minimum of two to three years of Member Service experience preferably in a credit union, bank, other financial institution, or an acceptable combination of education and experience necessary to gain the background knowledge to transact business effectively with members both internally and externally.
- Excellent verbal and written communication skills including the ability to carry out instructions clearly in written, oral or diagram form
- Strong interpersonal, problem solving, trouble shooting, multi-tasking, and organizational skills.
- Strong attention to detail and accuracy.
- Dependability
- Strong working knowledge of Microsoft Word and Excel as well as TCT core systems and software
- Ability to work independently and as part of a team while functioning at a high pace as well as being able to recommend to management how service failures could possibly be avoided.
- Flexibility (must be able to move from one priority to the next with ease).
- Transportation (this position may require travel to other TCT Branches)

Application Procedure

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