



Welcome to a new standard of excellence!

Our purpose since 1936 has been simple, *to ensure that our members receive caring and personal service along with exceptional value.* We are committed to serving employees of the LA County Fire Department, and local municipal employees and their families with industry-leading dividends on deposits, and competitive loan rates. We are socially conscious and reflect the values we live by. To really stand out in a constantly changing world, each of us at F&A is value-driven at every level. We believe in a good work/life balance, and we all share the responsibility for creating a great workplace. As part of the F&A team, you will enjoy these outstanding benefits:

- Medical, Dental and Vision Insurance – 100% of employee premiums are paid by F&A
- Subsidized benefits for dependent premiums
- Employee Loan Discount Program – deep discounts on your home and car loan
- 401k with employer match of 3%
- Profit sharing – 6% of annual salary is contributed each year
- Paid time off accrual starting at 4 weeks per year
- 12 paid holidays
- Flexible spending accounts for health and dependent care
- Voluntary plans – additional life insurance coverage for employee and family
- Educational assistance program
- Employee assistance program
- Basic Life and AD&D insurance

What you will do for us:

As an Electronic Services Representative, you will be responsible for providing member support, problem resolution, and completing electronic transfer of funds. You will collaborate with your team to ensure that our members are supported in all areas of electronic services.

- Access federal reserve for processing and confirming electronic transfer of funds.
- Resolve complex member questions and complaints related to electronic services.
- Process share and loan adjustments.
- Complete log for all Regulation E error resolutions.
- Assist in processing payment requests on delinquent loan or overdrawn accounts.
- Process real estate loan payoffs.
- Assist members with unrestricting of cards for purchases/travel.
- Provide card support by processing card orders, blocking lost or stolen card requests, review daily card block and replacement reports, set up Real Time Alerts, and contact members who have not activated recently received cards.
- Assist members and employees with Home and Mobile Banking.
- Process items deposited via Remote Deposit Capture.
- Contact members to report potential card fraud transactions.
- Assist with various department responsibilities, including bill pay, card@once, CUBUS, ATMs, Visa, and share drafts.



- Process manual and automatic payments for loans.
- Available to work the Credit Union's core business hours, Monday – Friday 8am – 5 pm.

Qualifications

- High school diploma or GED
- Ability to be bonded and retain status
- One (1) to three (3) years of similar experience – preferably in electronic funds transfer
- Strong verbal and written communications skills
- Strong attention to detail
- Ability to evaluate, plan, and prioritize work effectively and independently
- Proficient in MS Word and Excel

F & A Federal Credit Union is an equal employment opportunity employer. We will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring (Ban the Box) ordinance. Please forward your resume to jobs@fafcu.org for consideration.