



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 3.5%
- Profit sharing – 6% of annual salary is contributed each year
- Paid time off accrual starting at 4 weeks per year
- 13 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 a TSC Representative, you will be responsible for assisting members with inquiries, account discrepancies, and perform a variety of account maintenance in a high-volume call center.

- Answer a heavy volume of incoming calls in a positive and professional manner.
- Perform a multitude of account functions such as inquiries, transfer requests, loan payments, line of credit advances and wire requests.
- Will assist members with Online Banking products and service requests.
- Assist members with the completion of forms available on our website (i.e. Visa debit or credit card fraud or dispute forms).
- Responsible for opening new sub-share and/or certificate account requests.
- Send out new account information and brochures related to discounted entertainment packages available to the members.
- Cross sell credit union products and services based on the member's needs, explains current promotions, new, and existing products and services.
- Responsible for inputting applications and provide status for all types of consumer loans as requested by members while answering basic questions about F&A consumer products and services.
- 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
- Knowledge of credit union principles and procedures and member service philosophy
- One (1) to three (3) years of similar experience – preferably in call center
- 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

For consideration, please submit a resume and cover letter to jobs@fafcu.org and include “TSC Representative” in the subject line of your email.

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. Salary range \$16.78 - \$20.97 per hour.