



Position: Member Service Representative – Bloomington-Normal, IL - Full-time, Part-time

About the Company:

Illinois State Credit Union is an organization where we are proud to say, “It’s My Credit Union”. We believe in providing MAGIC for our members, staff, and community. Illinois State Credit Union was founded in 1960 to serve employees of Illinois State University. The charter has since been amended and expanded to a full-service credit union to satisfy the needs of individuals living and/or working in McLean County, Logan County, Dewitt County, Livingston County, and Winnebago County.

We believe our job descriptions are the start of joining Illinois State Credit Union. A 'not my job' mentality does not fit our core values. We believe employees should dive in whenever they see a need. Going above and beyond is just part of our culture. We want to create MAGIC for our members and staff are always looking for new ways to do so. Illinois State Credit Union employees are empowered to take action. In our line of business, we can have a huge impact on people’s lives and we don’t take that lightly. Going above & beyond and thinking outside of the box is what creates that unforgettable experience for our Members & Communities!

About the Position:

Illinois State Credit Union is seeking a Member Service Representative to join our team! This individual will provide prompt, efficient, accurate, and courteous service to members in person, by telephone, and by email. They will actively cross-sell credit union products and services. Day to day they will assist members with account transfers, payments, balance history, transaction history, re-authorizations, ACH, check orders, updating personal contact information, statement changes/delivery method, skip-a-pay, fee refunds, and completes notes in the system

The core of what we do:

Financial Transactions: Perform member transactions according to our Bill of Rights. Provide information and account maintenance as requested. Ensure member privacy. Keep teller cash drawer in balance.

Member Education: Utilize knowledge of credit union products and services to educate and improve member relationships. Accomplish personal monthly/weekly referrals goals.

Member Service: Respond to member questions via phone, email, or in-person in an efficient, friendly, and accurate manner. Create MAGIC with every interaction and provide the best member service. Help resolve member account discrepancies and complaints with critical thinking and problem-solving. Use tools and knowledge to help with problem resolution.

Teamwork: Keep a professional, courteous, and helpful attitude with fellow employees, management, and members. Create a work environment that is built on inclusiveness, welcoming others’ suggestions and points of view.

This position will be filled at the appropriate level based on previous experience and qualifications.

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