

Position: Front Desk Receptionist/Member Services Representative I

The Police Federal Credit Union, headquartered in the Washington, D.C. metropolitan area, is a full service, not-for-profit financial institution that has been committed to protecting the financial interest of members of the law enforcement community since 1935. We have an immediate career opportunity for a Front Desk Receptionist/Member Services Representative I at our Upper Marlboro, MD location. Responsibilities will include, but are not limited to, projecting a positive and professional image – receiving all visitors and guests to ensure they have an outstanding customer service experience. Incumbent will possess such qualities as professionalism, accuracy, timeliness, integrity, confidentiality and discretion. Ability to effectively communicate via telephone or in person with members on a full range of information regarding various credit union products and services; handling confidential daily services; opening accounts; etc. This position will report directly to the Assistant Vice President of Member Services. Police Federal Credit Union has a workforce that is committed to exceeding expectations and building lasting relationships to help the organization continue steady growth. We offer an excellent working environment, good benefits including health, life and 401(k) benefits with employer match, comparable compensation, and generous vacation leave. Candidates will have a minimum of two (2) years relative experience preferably in a similar environment; AA degree preferred or equivalent combination of education and experience.

Additional Knowledge, Skills and Abilities

- Excellent verbal and written communication skills.
- Ability to assist in providing administrative and clerical support to the Member Services area and the facility.
- Organized professional with excellent customer service skills.
- Maintain high level of interpersonal skills and ability to interact with all levels of management, members, employees, and customers.
- Excellent aptitude of computer skills using Microsoft Office and familiarity with Cruise.
- Attention to detail and comfortable working with numbers.
- Work effectively as a team contributor on all assignments.

For immediate and confidential consideration, qualified candidates should email cover letter and resume to: humanresources@policefcu.org

We are proud to be an equal opportunity employer

Website: www.policefcu.com

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