



## **Member Service Representative**

### **Company Description**

AdventHealth Credit Union (AHCU) helps members build financial wellness through trusted guidance, personalized service, and a strong commitment to member care. Serving AdventHealth team members, Adventist Health System employees, and eligible members in Florida, AHCU combines a service-driven culture with financial solutions designed to support everyday banking needs and long-term goals.

**Pay Range:** \$15.69 - \$25.10 USD hourly

### **Job Description**

AdventHealth Credit Union is seeking a Member Service Representative to provide outstanding in-branch and member-facing service while supporting the credit union's sales and service culture. This role is responsible for handling routine transactions, assisting members with account needs, promoting AHCU products and services, and delivering a professional, respectful member experience.

### **Key Responsibilities**

- Perform routine member transactions, including account openings and closings, deposits, withdrawals, loan and credit card payments, and transfers.
- Support members in person, by phone, and through digital channels.
- Cross-sell products and services that match member needs.
- Process service requests and maintain accurate membership records.
- Balance cash drawer activity and assist with branch operations.
- Help members set up online banking, mobile banking, and other self-service tools.

### **Qualifications**

- 1 year of teller experience in a bank or financial institution
- 2 years of member service experience in a bank or financial institution
- Strong communication, customer service, and cross-selling skills

**To apply, please submit your resume to: [Shushilya.Mohammed@Adventhealth.com](mailto:Shushilya.Mohammed@Adventhealth.com)**