



# PASADENA FEDERAL CREDIT UNION

Are you looking for a chance to showcase your relationship-building skills? Pasadena Federal Credit Union is looking for a **Member Contact Center Representative** to provide phone support to guide and navigate our members toward solutions that meet their financial needs. Your strong communication skills will ensure a positive experience through delivery and outstanding service.

Highlights include:

- Performing telephone transactions and account updates in accordance to security, regulatory, and compliance standards.
- Offering products and services through needs-driven cross-selling by identifying financial needs through meaningful conversations with our members.
- Opening new membership accounts and funding loans, taking pride in providing the highest level of quality to our members. Explaining consumer lending programs, account types, rates and recommend options.
- Educating members on our digital banking capabilities so they can easily manage their finances from any location.
- In addition to answering incoming calls, your outstanding sales and service skills will also be called upon to engage in outbound calling to generate qualified referrals to meet both individual and team sales goals.

Experience and Education:

- Two or more years of experience in a financial institution call center environment.
- At least one year of new accounts experience and familiarity with consumer lending processes.
- A high school diploma or GED; completion of an extensive in-house sales training program preferred.
- Knowledge of Keystone core system is preferred.

If you are a positive, highly motivated candidate with a drive for your own personal performance and development, this may be the perfect fit for you.

Submit your resume to [careers@pfcu.org](mailto:careers@pfcu.org).

Pasadena FCU is an Equal Opportunity Employer.

*All employees and members are required to wear a face covering when inside the building.*