



Financial Service Advisor (FSA) – Call Center

MidUSA Credit Union is a \$214 million financial institution with offices in Middletown, Trenton, Kettering and Vandalia. MidUSA Credit Union is seeking interested candidates for a Financial Service Advisor (FSA) position in our Call Center. The Financial Service Advisor – Call Center position requires an enthusiastic, member service driven person who is highly motivated.

Financial Service Advisor – Call Center Responsibilities include:

- Provide exceptional service via telephone by providing assistance to members and potential members with their financial needs by explaining and cross selling products and services, responding to inquiries, and resolving issues to ensure members needs are met
- Interviewing and counseling members relative to all of their financial service needs
- Knowledge in all aspects of the Credit Union's products and services
- Expected to assist in all areas of branch operations on a frequent basis

Financial Service Advisor – Call Center Qualifications include:

- Ideal candidate should have a Bachelor's Degree or equivalent through course work, training and financial services experience
- Familiarity with branch operations and financial services products and services preferred
- Effective communication skills (oral and written)
- Ability to multi-task
- Able to demonstrate excellent interpersonal and organizational skills
- Strong computer skills and ability to operate standard office machines needed to perform the job such as computer, calculator, copier and fax machine

Position offers a variety of benefits including health, dental, vision and more! In addition, MidUSA offers an attractive 401(k) plan. Apply online at www.midusacu.org or send a resume and cover letter to MidUSA Credit Union, Attn: Human Resources, 3600 Towne Blvd, Middletown, OH 45005. Please contact hr@midusacu.com with any questions. No agencies please. MidUSA is an equal opportunity employer.