



Job Posting

Relief Associate

Position Description:

Market USA FCU, a \$139 million dollar certified Great Place to Work credit union located in Laurel, MD is seeking a Relief Associate to join our team. Our organization is growing, and this position provides coverage in areas of the credit union including the Member Service Center; Laurel Branch; Accounting/EFT; and Lending when associates of those areas are out or in times of heavy volume. The position is based in our Member Service Center and primary duties will be servicing our members over the phone. Process various tasks and assigned projects throughout the credit union. All departments and our main branch is located in Laurel, MD.

Pay Range: \$19.00 - \$27.00 per hour (based on experience)

Job Description Highlights:

- Answer all inbound calls. Primary contact for all existing members, potential and new members.
- Provide a high level of member service, measured against department/individual goals.
- Provide general and specific related information concerning credit union services or policies.
- Provide information and perform account transactions efficiently and accurately.
- Provide member service-related functions which include but are not limited to opening new and additional accounts; service existing accounts and loans; process loan payments by phone; process wire transactions; certificates; debit card/ach disputes; withdrawals and transfers; order checks; IRA transactions; load loan applications and disburse loan proceeds; and perform multiple account research type request.
- Provide online banking, mobile app and telephone banking support.
- Operate a cash drawer, open and close a Branch.
- Cross train in all areas for specific task than can be handled by a Relief Associate.
- Actively participate in department meetings and all required credit union compliance and product knowledge training.
- Perform other duties as assigned.

Position Requirements:

Minimum Qualifications:

- High School diploma or equivalent; minimum 2-3 years member/customer service experience.
- Strong member/customer service and interpersonal skills to positively represent the credit union during member interactions.
- Communicate effectively in verbal and written form.
- Organizational and time management skills required to complete task in a fast-paced environment.
- Eagerness to help members improve their financial lives.
- Ability to maintain a positive and empathetic attitude at all times.
- Ability to work overtime if needed.
- Applicants will be required to submit to a background check; credit report review; and pre-employment skill testing

Schedule:

Full-time position/40-hour work week. Hours may vary depending on location. Member Service Center hours are 8:30am-5:00pm Monday – Friday. Laurel Branch has Saturday hours 8:30-12:30. The Member Service Center has a Hybrid work schedule and is a position where you can work from home several days per week. Assisting the branch or another department may vary and branch assistance is in the branch.

Application Instructions:

Interested candidates please send resume and salary requirements to jobs@marketusafcu.com or by mail to: Market USA FCU, Human Resources, 8871 Gorman Road, Suite 100, Laurel, MD 20723. If emailing your resume, please use a subject line of: Relief Associate.

Company Info:

Market USA FCU was formed in 1953 and is focused on improving the financial lives of its members. Market USA FCU offers competitive salaries and a comprehensive benefit package for full time staff including medical, flexible spending accounts, dental, generous paid time off, paid paternity leave, casual back-office dress, pet policy, employee banking benefits, an employer matching 401(K) Plan, life insurance, employer paid long term disability, special accommodations (Laurel staff) for school age children off from school during school year, and career advancement opportunities. For more information on Market USA, please visit our website at www.marketusafcu.com.

Market USA Federal Credit Union is an Equal Opportunity Employer