Order Number:
NY1727511
Date Job Order Received:
10/10/2026
Number of Openings:
1
Company Name:
Northern Credit Union
Job Title:
Member Relationship Specialist
Minimum Experience Required:
No experience requirement provided.
Job Description:
POSITION OBJECTIVE:Through Humble, Hungry, and People Smart attributes, the Member Relationship Specialist develops towards becoming a trusted, world class advisor that is responsible for delivering an exceptional member experience and providing personalized financial solutions to meet the needs of our members. By developing strong relationships through needs-based conversations, the Member Relationship Specialist will open, close and maintain new accounts and perform a variety of financial transactions ensuring our members receive convenient, seamless, and customized services that align with their financial goals and dreams in accordance with Northerns mission, vision, and strategic direction.ESSENTIAL JOB FUNCTIONS: 1. Proactively serves as a role model and demonstrates individual commitment to Northerns Ownership philosophy by: 2. Exhibiting high energy, a positive attitude, creativity, and passion for member service. 3. Maintaining an active, positive, professional image and reputation for Northern in the community while spreading the Ownership philosophy internally and externally. 4. Engaging in the recommendation, research, development, and implementation of enhancements to further promote Northerns Culture and the Standard of Excellence for Member Service. 5. Keeping open communication alive by inspiring owner participation on teams, listening to owner ideas, holding meetings, and publishing regular announcements. 6. Committing to improve our engagement with local communities within our chartered areas. 1. Establishes and retains relationships with members and potential members by providing trusted advice in every member service experience by: 2. Consistency welcoming and greeting all members and visitors professionally and courteously, identifying members personally, building rapport through personalized relationship building conversations. 3. Consistently maintaining focus on members, practicing active listening, and avoiding interruptions. 4. Proactively asking open-ended questions to understand member needs, altering their approach to member preferences, and ensuring accurate member applications and account opening documentation. 5. Demonstrating knowledge and understanding of all new membership and account types including custodial/minor accounts, living trusts, representative payees, and business accounts, etc., ensuring account opening and maintenance requirements are accurately completed in accordance with Credit Union policies, procedures, and regulatory agency requirements. 6. Accurately performing transactions, member servicing requests (i.e., ACH, Wires, Fraud Disputes, notaries, etc.) and the conversations of products and

services that lead to the most successful relationships. 7. Promoting and expanding relationships by developing relationships and advising on the benefits of credit union services such as digital services, debit and credit cards, checking, savings and loans. 8. Initiating follow up and outbound calls with members based on Northerns goal expectations and marketing promotions. 9. Accurately completing documentation, tracking, and updating member contact information, account records, and maintenance requests across all member accounts throughout the day, using Northerns CRM 360 tool. 10. Building meaningful member relationships and positively impacting each interaction while supporting the department in achieving performance goals captured in scorecards, supporting business plans and service expectations. 11. Demonstrates commitment to continuous improvement by proactively requesting and integrating feedback from leadership, trainers and mentors. 12. Maintaining strict confidentiality in accordance with Northerns Confidentiality Policy. 1. Demonstrates increased member awareness usage of alternative and convenient service delivery channels by: 2. Effectively tailoring approach in assisting with managing traffic flow by referring members

Job Location:
CROGHAN, New York 13327
Pay:
$20.03 - $25.34 Hourly
Benefits:
No benefits specified.
Hours per Week:
Not specified.
Duration:
Full Time, Regular
Work Days:
Not Specified
Shift
Not specified.
Public Transportation:
Not specified.
Minimum Education Required:
GED
Driver Licenses, Including Endorsements:
Not specified.
How to Apply:
To apply, contact the employer by: Internet
Web-site: https://labor.eightfold.ai/careerhub/explore/jobs/844768668454446