

Job Title: Member Relationship Specialist (MRS)

Location: Main Office (6611 Chicago Road, Warren MI 48092)

and, Washington Lending Center (59321 VanDyke Ave, Washington MI 48094)

Role: Build lifelong relationships with our members through their consumer lending and member service's needs fulfillment. Explain the features and benefits of our products and services and create customized plans for our members. Plans include new account set-up, identifying and responding to loan needs, and problem resolution. Credit decisions are based on Extra Credit Union lending policy and philosophy. Perform outbound calling and other sales-related duties to meet and/or exceed monthly and annual goals.

Knowledge and Skills:

- One to three years of similar or related experience preferred.
- A high school education or GED.
- Superior interpersonal and sales skills, including courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
- Other Skills: Above average computer and keyboarding skills are required.

Job Type: Full-time

Salary: From \$19.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Shift / Schedule: Days Monday to Friday, weekends as needed

Work setting: Onsite / in-person

Location: Variable; need to be able to work in both locations, as needed

Ability to Commute Requirement: Reliably commute to work locations