



Universal Member Services Representative

XCEL Federal Credit Union is hiring a full-time Universal Member Service Representative (UMSR) that will serve as a liaison between our membership and the credit union, providing high quality member service by phone or in person. The role will professionally manage members' daily inquiries/needs, explain and cross-sell products and services, assist with account and loan needs, open accounts for members, assist members with their financial transactions, including paying and receiving cash and other negotiable instruments and maintain accurate transactional records. This is a full-time, hourly position, located on-site at XCEL's Journal Square, Jersey City branch 3 days per week, and the Federal Plaza, NY branch 2 days per week.

The ideal candidate will have a high school education or GED and 2-5 years of financial services experience, preferably in a credit union. UMSRs must have effective communication, listening, telephone and computer skills.

To apply for this position, please send your resume to careers@XCELfcu.org.