Build meaningful relationships, provide trusted financial guidance, and make a lasting difference in the lives of members and the communities we serve.

Evergreen Credit Union is looking for a **Float Financial Service Representative** (South Portland) to support members and prospective members in identifying and achieving their financial goals through exceptional service, proactive engagement, and personalized guidance. This position travels between branches, assisting with account opening and maintenance, transaction processing, and educating members on credit union products and services, including loans and digital banking solutions.

Serving as a trusted resource, the Float Financial Service Representative builds meaningful relationships through consultative conversations, identifies opportunities to meet members' evolving needs, and delivers solutions that enhance their financial well-being. Success in this role requires flexibility, attention to detail, commitment to compliance and accuracy, and a dedication to providing outstanding member experience while adhering to all regulatory and security standards.

Essential Functions & Responsibilities:

The Float Financial Service Representative travels to all branches to assist in branch coverage.

- Travel between branch locations to provide operational support and ensure consistent member service coverage.
- Establish and maintain member relationships by opening accounts, processing account maintenance requests, and assisting with loan applications.
- Engage members through consultative conversations to identify financial needs and recommend appropriate credit union products and services.
- Process member transactions accurately and efficiently while maintaining a high standard of service.
- Maintain accurate member records, documentation, and system updates in accordance with credit union procedures.
- Verify member identity, signatures, endorsements, and transaction documentation to minimize fraud risk and protect member assets.
- Resolve routine member concerns independently and escalate complex issues with thoughtful recommendations.
- Ensure compliance with all applicable policies, procedures, and regulatory requirements, including BSA, AML, CIP, Fair Lending, HMDA, and MLA.
- Serve as a knowledgeable resource on credit union products, services, digital banking solutions, policies, and procedures.
- Collaborate with branch teams and departments to support organizational goals and deliver a seamless member experience.
- Perform additional duties and special assignments as required.

The successful candidate will have the following background:

- One to three years of customer service or service experience; previous experience in a financial institution with knowledge of products and services strongly preferred
- Excellent communication skills with a high degree of discretion and diplomacy
- Ability to balance multiple priorities with a high degree of accuracy and detail
- High school diploma or GED

Compensation and Benefits:

Starting Pay Range: $25.00 – $29.00/per hour

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to resume@egcu.org. No phone calls, please.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as well as we treat our members. We are looking for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at https://www.egcu.org.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled