

The **Universal Service Representative** (South Portland) plays a key role in helping members achieve their financial goals while delivering exceptional service and building lasting relationships. Serving as a trusted resource for both current and prospective members, this individual takes the time to understand each member's unique needs and connects them with solutions that support their financial well-being.

In this dynamic, member-focused role, the Universal Service Representative assists members with a wide range of financial needs, including processing transactions, opening and maintaining accounts, supporting loan requests, and providing guidance on digital banking tools and services. When needed, this role also supports teller line operations, maintaining a strong focus on cash handling accuracy, security, and operational excellence.

Beyond completing transactions, the Universal Service Representative engages members in meaningful conversations to identify opportunities that enhance their financial lives. Through a consultative approach and a passion for service, this individual helps members discover products and services that align with their goals while creating a welcoming, positive experience with every interaction.

Success in this role requires strong attention to detail, a commitment to compliance and regulatory standards, and a genuine desire to help others. The ideal candidate enjoys connecting with people, solving problems, and making a positive impact for the lives of members and the communities the credit union serves.

Responsibilities include:

- Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service.
- Post transactions to member accounts and maintain member records.
- Balances cash drawer and daily transactions.
- Resolve problems, clarify issues, and escalate more in-depth member requests to other staff.
- Maintains a high level of communication between members, back office, and branch staff.
- Recommends additional products and services as appropriate.
- Opening new memberships and adding shares, including IRAs and CDs.
- Complete account changes and file maintenance.
- Problem solving and troubleshooting to provide world class service.
- Taking basic consumer loan applications and explaining loan products and terms.
- Assisting members with loan inquiries and pre-qualification.

The successful candidate will have the following background:

- 2+ years of customer service experience
- 1+ years of 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

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