

# HIRING EVENT

## American Heritage Federal Credit Union

### Interviews & Applications

March 19, 2019

10:00 am – 12:00 pm

PA CareerLink® Bucks County  
1260 Veterans Hwy  
Bristol, PA 19007

### For More Information Contact:

**Michael Spinka**

215-781-1073, ext. 2202  
mspinka@buckscareerlink.org



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You must apply on [www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov) using  
Job Posting # 12833224 and/or 12833210

Position Available:

#### **Member Service Representative (Teller) PT (# 12833224)**

- Perform routine transactions on accounts, including but not limited to cash handling, check 21, shared branching, etc. and research member inquiries including follow up to ensure member satisfaction
- Professional, well-developed interpersonal skills essential for servicing Credit Union members and projecting a positive image as a representative for the Credit Union
- Strong familiarity with credit union's products, services, policies and procedures
- Excellent communication, organizational, problem solving, and member service skills
- Ability to analyze and identify member's questions/problems and refer/cross-sell a product or service that would meet the member's financial need
- Outgoing, friendly, member-oriented personality
- Teller/Cash handling and Sales experience preferred

#### **Member Advisor Contact Center PT (# 12833210)**

- Must have prior Contact Center (call-center) experience
- Must be available for 2:20/3:00 p.m. to 7:30/8:00 p.m. shift and Saturdays from 9:00 a.m. to 3:00 p.m.
- Provide an ultimate level of service to the members and employees of American Heritage Federal Credit Union in a pleasant, efficient manner via telephone, electronic communications and/ or mail
- Ability to analyze and identify member's questions/problems and refer/ cross-sell a product or service through the use of the ACS system in order to meet the expectations/ financial needs of the member
- Perform various transactions on accounts and research member inquiries including follow up to ensure member satisfaction
- We offer a competitive salary, an outstanding benefits package, including a 401(k) with a generous company match and a friendly, progressive & environmentally friendly work environment

*Part-time positions located in Northeast Philadelphia, PA  
Must be available for morning, late night & Saturday hours*