

Float Member Service Representative (Bilingual Spanish)

¡Se requiere ser bilingüe en español e inglés!

Pioneer Valley Credit Union

Pioneer Valley Credit Union is seeking a customer-focused **Float Member Service Representative** who is **bilingual in Spanish and English** to support members across multiple branch locations. This role is ideal for someone who enjoys variety, values teamwork, and is passionate about delivering exceptional member service.

Job Details

- **Schedule:** 30 hours per week; **Saturday availability required**
- **Pay Range:** **\$18.00 – \$25.00 per hour**, based on experience
- **Status:** Part-Time
- **Training:** Willing to train the right candidate
- **Benefits:** Sick time and personal leave

Job Summary

Assist members and potential members with financial transactions, account services, and product education. Perform teller duties, open new accounts, identify cross-sell opportunities, and originate loan applications while providing accurate, courteous, and professional service.

Essential Responsibilities

- Perform teller transactions including deposits, withdrawals, loan payments, check cashing, and check orders
- Maintain and balance cash drawer and cash recycler machine
- Open consumer, business, fiduciary, and IRA accounts
- Process IRA contributions and distributions
- Interview members to identify financial needs and recommend appropriate products and services
- Complete loan applications and related documentation
- Resolve member inquiries and concerns; assist with debit cards, fraud dispute forms

- Produce instant-issue debit cards
- Float to other branch locations as needed
- Assist with branch upkeep, lobby support, and coin machine maintenance

Performance Expectations

- Meet or exceed monthly sales goals
- Maintain accurate cash balancing and documentation
- Provide prompt, courteous service to members
- Maintain professionalism, reliability, and strong attendance
- Adhere to all Credit Union policies, procedures, and service standards

Qualifications

- **Bilingual in Spanish and English (required)**
- High school diploma or GED
- 6 months to 2 years of banking or financial services experience preferred
- Completion of (or ability to complete) IRA, loan, fiduciary, and business account training
- Strong customer service and communication skills
- Proficient in MS Word and Excel
- Intermediate math skills
- Ability to lift up to 20 lbs and sit or stand for extended periods

Pioneer Valley Credit Union is an Equal Opportunity Employer.

Apply today and help make a difference in our members' financial lives.