

# Member Service Specialist

Wausau, WI 54401

**Pay:** \$16.00 – \$18.00 per hour

**Job Type:** Full-time

**Work Setting:** In-Person

## Full job description

At Cloverbelt Credit Union (CCU), **Our People Make the Difference.** We're a growing, and community-focused financial institution where exceptional service isn't just a goal, it's our standard. As a Member Service Specialist, you'll be part of a team that's truly committed to helping members thrive. Because at CCU, **Where You Bank Does Make a Difference.**

We're looking for a friendly, detail-oriented professional who is passionate about helping others. As the first point of contact for many of our members, you'll assist both in person and over-the-phone transactions, answer questions and provide guidance on CCU products and service, all while delivering excellent member service.

## What You'll Do:

- Greet members and assist with everyday banking needs, including transfers, stop payments, account research, wire transfers, account discrepancies and account maintenance.
- Open new memberships along with checking, savings, certificates, IRAs & HSAs.
- Answer phone in a courteous, timely and professional manner.
- Provide accurate and efficient service while maintaining attention to detail.
- Contribute to a positive, team-oriented work environment.

## What We're Looking For:

- A commitment to member service and a positive attitude
- Strong communication and problem-solving skills
- High level of accuracy and attention to detail
- Ability to work effectively both independently and as part of a team
- Prior customer service or financial institution experience is a plus

## Why Join CCU?

- Supportive and community-driven workplace culture
- Work-life balance with some flexibility in schedule
- Comprehensive benefits package including:
  - 401(k) with employer match
  - Health, dental, and vision insurance
  - Flexible spending account
  - Disability and Life Insurance
  - Paid time off
  - Ongoing training and career development opportunities

Join a team where **Our People Make a Difference** and where your work will too. Apply today by submitting your resume. We look forward to hearing from you!