

Member Solutions Representative (Full Time)

Novation, a State of Minnesota chartered financial institution, is looking to expand! Originally chartered as Minne-Mine Credit Union in 1954 by eight 3M employees, we have grown to nearly \$220 million of assets serving 16,500 active and retired 3Mers & their family members worldwide. With a strong and stable balance sheet Novation is well positioned to continue our growth and commitment to provide innovative financial products and services. If you are an out-going person who enjoys the challenge of building relationships that can make a difference in someone's financial lives, Novation might be the place for you.

We are seeking a highly professional and personal candidate for a full-time Member Solutions Representative position at our Oakdale location. Essential duties of this position include:

- Creating a welcoming impression and a positive member experience
- Accurately and efficiently process transactions, such as deposits, withdrawals, transfers, loan payments and check cashing
- Maintain a cash drawer and accurately balance daily
- Explain, promote, and sell financial solutions
- Support member requests in person, over the phone, and through online communication channels
- Research and resolve member account inquiries in a timely manner
- Answer a variety of questions regarding member account relationship (including card/payment programs)
- Assist with miscellaneous projects from other areas within the organization
- Assist Financial Solutions Officers with necessary documentation and member follow-up

Successful candidates must have a minimum of a high school diploma; some post-secondary schooling is preferred. Applicants should have excellent customer service skills, as well as above average aptitude for attention to detail, accuracy and thoroughness. The ability to work independently and demonstrate initiative are also important.

If you are interested in this great opportunity, please submit a cover letter and your resume to humanresources@novation.org