



Community Services Manager-English / Spanish Speaking

Have you heard about the new low income credit union in King County? This is a new and exciting enterprise and you have an opportunity to join the team as our Community Services Manager. Help us grow the credit union and shape new strategies to better serve low income populations. You will manage a current staff of three Community Member Service Representatives that work at the offices of community based organizations and perform outreach, connect people with credit union financial and support services, train case managers, answer members' inquiries, and both teach and assist members with all basic credit union transactions.

You will be stationed at the Express Credit Union main office and provide in-branch teller, loan clerk and customer services to new and existing members, serving as a primary link to new members sourced from social service agencies to more comprehensive headquarters services. You will also provide out-of-branch community member service representative services at select locations on an as needed basis.

Qualified applicants must be fluent in English and Spanish, have a minimum of 2 year financial service experience, have a minimum 5 years of total work experience with at least 1 year in a management or supervisory position; have the ability to use initiative and independent judgment, effectively relate to co-workers, members, and vendors using good verbal and written communications skills. Must also be able to prioritize assignments for yourself and others, manage and perform multiple tasks presented by more than one person, be detail oriented and able to meet deadlines.

Must be able to be bonded by CUNA; have a minimum of a high school diploma, have excellent computer skills using Windows based software, perform basic math and spelling and use grammar correctly in both English and Spanish, demonstrate technical competence and be able to discreetly manage personal information. Must have reliable vehicle, have personal vehicle insurance and be insurable by the credit union, and be willing to work flexible hours including some evenings and Saturdays.

Salary range: \$37,000 to \$43,000 per year DOE: plus employer paid medical, ½ employer paid dental and paid vacation.

Interested applicants send your résumé with references by June 11th, 2010 to: Express Credit Union, ATTN: Norma, PO Box 94286, Seattle, WA 98124 or email to expresscu@expresscu.org.

Express Credit Union is an Equal Opportunity Employer.