

Member Service Representative (Part-Time) - Bahrain

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Company: Tanqeeb

Location: Bahrain

Category: office-and-administrative-support

Job Description

YOUR LIFE'S MISSION: POSSIBLE

You have goals, dreams, hobbies and things you're passionate about.

What's Important To You Is Important To Us

We're looking for people who not only want to do meaningful, challenging work, keep their skills sharp and move ahead, but who also take time for the things that matter to them—friends, family and passions. And we're looking for team members who are passionate about our mission—making a difference in military members' and their families' lives. Together, we can make it happen.

Don't take our word for it.

Military Times Best for Vets Employers

WayUp Top Internship Programs

Forbes® The Best Employers for New Grads

Forbes® America's Best Employers

Newsweek Top Most Loved Workplaces

Fortune Best Workplaces for Women

Fortune Best Companies to Work For®

Computerworld® Best Places to Work in IT

Basic Purpose

To provide members and prospective members the full range of products and services offered by Navy Federal Credit Union including depository accounts such as checking, savings, certificate IRA, revocable trust, and estate accounts; Lending products; and credit/debit cards. To perform moderately complex platform banking functions under supervision. Provide assistance/training to lower-level team members.

Candidates who complete an application for the position will be sent a required online assessment to the email address listed in the application. Please be sure to check your spam and junk folders if you do not see the email in your inbox. Completing the assessment is critical to ensure that your application is considered, so please be sure to complete the assessment. To receive assistance in resolving any technical issues with your assessment, please contact our Infor assessment support team at

Responsibilities

Analyze, research, and resolve problems and discrepancies related to member accounts/loans

Assist members with submitting consumer/mortgage/equity loan, overdraft protection and credit card applications

Counsel current and prospective members about Navy Federal's products and services

Ensure cash and other negotiable instruments are handled properly

Identify opportunities to cross service products and increase product penetration

Perform platform-banking functions

Assist level I team members

Understand and comply with federal and other regulations relating to financial products and services

May assist with Branch Office vault opening, closing and balancing procedures

May serve as a Branch Office and/or ATM vault custodian

Perform other duties as assigned

Qualifications

May be required to participate and complete specialized training (in Business Services, IRA, MLO, notary, etc.), per business need

Ability to work independently and in a team environment

Working knowledge of savings and checking products, accounts, and services

Effective active listening skills to accurately respond to inquiries and account requests

Effective organizational, planning and time management skills

Effective research, analytical, and problem-solving skills

Effective skill building effective relationships through rapport, trust, diplomacy, and tact

Effective skill exercising initiative and using good judgment to make sound decisions

Effective skill maintaining composure in a high production and changing environment

Effective skill navigating multiple screens and PC applications and adapting to new

technologies

Effective skill performing mathematical calculations and working accurately with numbers

Effective verbal and written communication skills

Desired Qualifications

Experience in member/customer service preferably in a call center, retail banking or financial institution

Experience in working in a credit union environment

Hours: Available Monday – Saturday: hours based on business needs.

Part Time hours are typically 20-25+ hours a week (Please note during training longer hours will be required).

Location: SOUQ, Building , Manama, Bahrain

Based upon business needs, this position may require working at or transferring permanently to neighboring branches within a reasonable commuting distance.

Salary Range: \$19.00 - \$22.50 Hourly Rate

Navy Federal Credit Union assesses market data to establish salary ranges that enable us to remain competitive. Within this range, pay will be determined based on factors such as individual qualifications, location, and market position.

Posting End Date: 2/13/

Job postings are subject to close early or extend out longer than the anticipated closing data

at the hiring team's discretion based on qualified applicant volume.

Equal Employment Opportunity

Navy Federal values, celebrates, and enacts diversity in the workplace. Navy Federal takes affirmative action to employ and advance in employment qualified individuals with disabilities, disabled veterans, Armed Forces service medal veterans, recently separated veterans, and other protected veterans. EOE/AA/M/F/Veteran/Disability

Disclaimer

Navy Federal reserves the right to fill this role at a higher/lower grade level based on business need. An assessment may be required to compete for this position.

Bank Secrecy Act

Remains cognizant of and adheres to Navy Federal policies and procedures, and regulations pertaining to the Bank Secrecy Act.

Employee Referrals

This position is eligible for the TalentQuest employee referral program. If an employee referred you for this job, please apply using the system-generated link that was sent to you

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