



JOB ANNOUNCEMENT-MEMBER SERVICE ASSOCIATE II

Location: Tuscaloosa area

Job Description: RiverFall Credit Union, located in Tuscaloosa, Alabama, is seeking an experienced Member Service Associate (MSA II) to join our team. This role is ideal for a financial services professional who is passionate about delivering exceptional member experiences and building meaningful relationships. In this position, you will confidently manage daily account transactions, open and service accounts, identify member needs, and recommend appropriate financial products and services that support long-term financial well-being. As a trusted resource for our members, you will play a key role in advancing our mission.

This is a full-time position with benefits. The pay range for this position begins at \$17 an hour but is negotiable based on experience level. Remote work is not available for this position.

Are you?

- Experienced in banking or credit union operations?
- Passionate about delivering outstanding service and building trusted relationships?
- Detail-oriented, dependable, and confident handling financial transactions?
- Aligned with values like kindness, growth, and community engagement?

Here's what we are looking for:

- High School Diploma or equivalent
- Minimum 3-5 years of experience in banking, credit unions, or financial services required
- Proven decision-making skills and attention to accuracy and compliance
- Working knowledge of computers, Microsoft Office (Word, Excel, Outlook), and the ability to learn our processing systems

We take care of our people:

- Health, Dental and Vision insurance
- Short- & Long-term disability
- Life Insurance, AD&D and more
- 401(k) & Pension Plan
- 20 days Paid Leave annually, bi-weekly accrual

Here's the best part:

- Monday-Friday day shift with weekends off
- 13 paid holidays off each year
- A great place to work that will invest in you!

Interested? Email your resume to: careers@riverfallcu.com