



1602 S Monroe Mason City, IA 50401*641-424-5391*1-866-571-5066*www.iowaheartland.org

Job Title: Member Advisor

Location: Mason City, Iowa

Employer: Iowa Heartland Credit Union

Employment Type: Full-Time

About Us:

Iowa Heartland Credit Union is a member-focused, community-driven financial institution committed to delivering exceptional service with a personal touch. We are seeking a dynamic and detail-oriented professional who thrives in a small team environment to take on a unique role that combines front-line member service with back-office executive support.

Position Overview:

This position offers a diverse range of responsibilities including member transactions, member support along with supporting the team. The ideal candidate is professional, dependable, organized, and comfortable handling sensitive information

Key Responsibilities:

Member Advisor Service Duties:

- Assist members with deposits, withdrawals, loan payments, and account inquiries insuring a high level of customer service
- Open and maintain member accounts with accuracy and compliance
- Educate members on products and services offered by the credit union
- Maintain an accurate cash drawer and reconcile transactions daily
- Support team initiatives to enhance member experience and operational efficiency.
- Represent Iowa Heartland Credit Union with professionalism, ensuring clear, empathetic, and respectful communication with members and colleagues,

Qualifications:

- Previous experience in banking, or customer service preferred
- Strong written and verbal communication skills
- High level of organization and attention to detail
- Ability to manage multiple tasks and meet deadlines
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Willingness to learn and support various functions across departments
- Trustworthy, approachable, and adaptable in a small office setting

Why Join Us?

- Opportunity to grow with a well-respected community institution
- Supportive leadership and a welcoming team environment
- Diverse, meaningful work that makes an impact
- Competitive compensation and benefits

How to Apply:

Submit your resume to Jill Bell, Operations Manager, jill.bell@iowaheartland.org to be considered for this opportunity.

Hours are M-F 8am to 5pm. 1 hour lunch. 2 Ten-minute breaks, morning & afternoon.

Benefits:

Day 1 Benefits.

- PTO/Flex time (hours prorated depending on when they start)
- Workman's Compensation.

After 60 days of service.

- Health and Dental Insurance. Credit Union pays full premium for Employee. Employee can also carry Insurance for family members but pays the premium.
- Life Insurance, one-year worth of salary.
- Share Draft Checking/debit card.

After 90 days of service.

- Paid Holidays
- Bereavement Pay
- Jury Duty and Witness Leave

After 1 year of service.

- Short term disability.
- Long term disability.
- 401K