

Careers

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cPort Credit Union takes pride in providing our members with exceptional personalized service in a friendly, team-oriented environment. We offer competitive wages, a bonus program, and an excellent benefits package to full-time employees including health insurance, dental insurance, life insurance, 401k, paid holidays, vacation time, tuition reimbursement and career advancement opportunities. cPort was named a 2020 Best Place to Work in Maine.

To apply, please send resume and cover letter to humanresources@cportcu.org.

<https://www.cportcu.org/wp-content/uploads/2019/06/We-Connect-720.mp4>

Financial Planning & Analysis Manager

cPort Credit Union is currently seeking an experienced Financial Planning & Analysis Manager to join our team! The FP&A Manager will manage specific assigned responsibilities as it relates to financial reporting and financial planning. This position will report directly to the Assistant Vice President of Finance.

- Prepare and analyze monthly, quarterly, and annual financial, statistical, regulatory and accounting records of the credit union.
- Monitor and make recommendations for improvement to the credit union's reporting.

- Operate the credit union's Asset Liability Management.
- Ability to create various reports using Access and credit union applications.
- As a member of the Management Team, assists in the formulation/execution of credit union policies, objectives, and programs.
- Works with auditors and examiners on year-end and comprehensive audits.
- Performs other job-related duties as assigned including leading and participating in Management Team projects.

This position will be located in Portland.

- **Education:** Bachelor's degree in accounting or finance
 - 5+ years of relevant accounting/finance experience; proven financial, accounting and budgeting skills
 - Highly proficient in MS Office: Word, Outlook, Teams, Excel and Access
 - Excellent leadership, coaching, verbal and written communication skills
 - Strong organizational and computer skills
 - Commitment to cPort's core values and vision

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Full-Time Teller – Augusta

cPort Credit Union is currently accepting applications for a full-time teller position for the Augusta area. Saturday hours

are required for this position. This position is paid hourly.

Desired Skills:

- Excellent member/customer service skills
- Accurate cash handling skills
- Computer knowledge
- Ability to multi-task
- Attention to detail

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Full-Time Teller – Portland

cPort Credit Union is currently accepting applications for a full-time teller position for the Portland area. Saturday hours are required for this position. This position is paid hourly.

Desired Skills:

- Excellent member/customer service skills
- Accurate cash handling skills
- Computer knowledge
- Ability to multi-task
- Attention to detail

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Loan Operations Specialist

cPort Credit Union is currently accepting applications for a Loan Operations Specialist located at the Riverside Branch. The position requires attention to detail, excellent verbal and written communications skills, the ability to multitask and prioritize multiple tasks and duties, and the ability to research and problem-solve issues within job functions to increase efficiencies.

- Maintain loan accounts
- Quality control of files
- Track documents
- Process loan payments, advances and adjustments
- Process payoff letters and discharge documents
- Track and process collateral liens which includes letters of guarantee, title applications, tracking related fees and maintain the title pipeline
- Respond to credit bureau disputes
- Scan and archive loan documents
- Prepare and process loan related forms which include subsequent actions, transfers, due date change and ACH requests to name a few
- Handle incoming requests and inquires for member accounts
- Handle communications between borrowers and third-party lending vendors

Location: This position will be located in Portland.

The candidate must be very organized, detail oriented, possess good oral/written communication skills, and thrive in a fast paced, deadline driven environment.

Prior lending or banking experience is a plus.

The ideal candidate must also be proficient with Microsoft office products.

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Member Care Associate

This position is responsible for answering incoming calls, addressing incoming member emails in a timely manner, responding to member messaging and inquiries, dispersing online loan applications and assisting the members with their broad range of needs. This position requires the ability to provide excellent member/customer service, computer knowledge, ability to multi-task and attention to detail. Candidates must have excellent interpersonal skills and enjoy working in a member/customer-focused environment.

Location This position will be in office for the first 6 weeks for training, and then will have the option for remote work.

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Member Service Representative

This position requires prior experience in providing excellent member/customer service, computer knowledge, ability to multi-task and attention to detail. Candidates must have excellent interpersonal skills and enjoy working in a member/customer-focused environment. The ideal candidate will also have experience in customer service within a financial institution or similar position. Saturday hours are required for this position.

Job Duties:

- Opening and maintaining member accounts including Savings, Checking, Certificates, Money Market accounts, etc.
- Opening and processing consumer loan applications. Accurate and efficient handling of all member information files and records in an organized, secure and confidential manner.
- Effective communication via telephone, mail and in-person. Attracting potential members by answering product and service questions and providing information about products and services that may be of benefit to the member.
- Assessing member/customer needs while building, maintaining, and expanding mutually beneficial relationships by recommending products and services.
- Working as a team with co-workers and contributing to team efforts by accomplishing related tasks as needed.

Two years' work experience in a financial institution or

customer service position is preferred.

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Mortgage Operations Specialist

cPort Credit Union is currently accepting applications for a Mortgage Operations Specialist in the Portland area. The position requires attention to detail, excellent verbal and written communications skills, the ability to multitask and prioritize multiple tasks and duties, and the ability to research and problem-solve issues within job functions to increase efficiencies.

- Assist Mortgage Loan Officers with form and document processing from application to post-closing Work with the Mortgage Operations Manager to maintain quality control of loan files, compliance, and HMDA
- Act as liaison between cPort, members, and third-party providers
- Handle borrower calls, inquiries, and requests
- This position will be located in Portland.
- College degree or completed college coursework preferred.
- Be proficient in Microsoft Office programs (Word, Excel, Outlook)
- Have prior knowledge of Episys or other core system

- Lending knowledge is preferred

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