

There's nothing quite like working at UMe Credit Union.

At UMe, we believe great service starts with great people. We genuinely value our team members and the role they play in creating meaningful experiences for our members and our community. You'll find a collaborative, supportive environment where you're encouraged to grow, learn, and build real relationships — all while making a difference every single day.

And yes — you'll have fun along the way. (Really.)

On top of all that, full-time UMe employees enjoy:

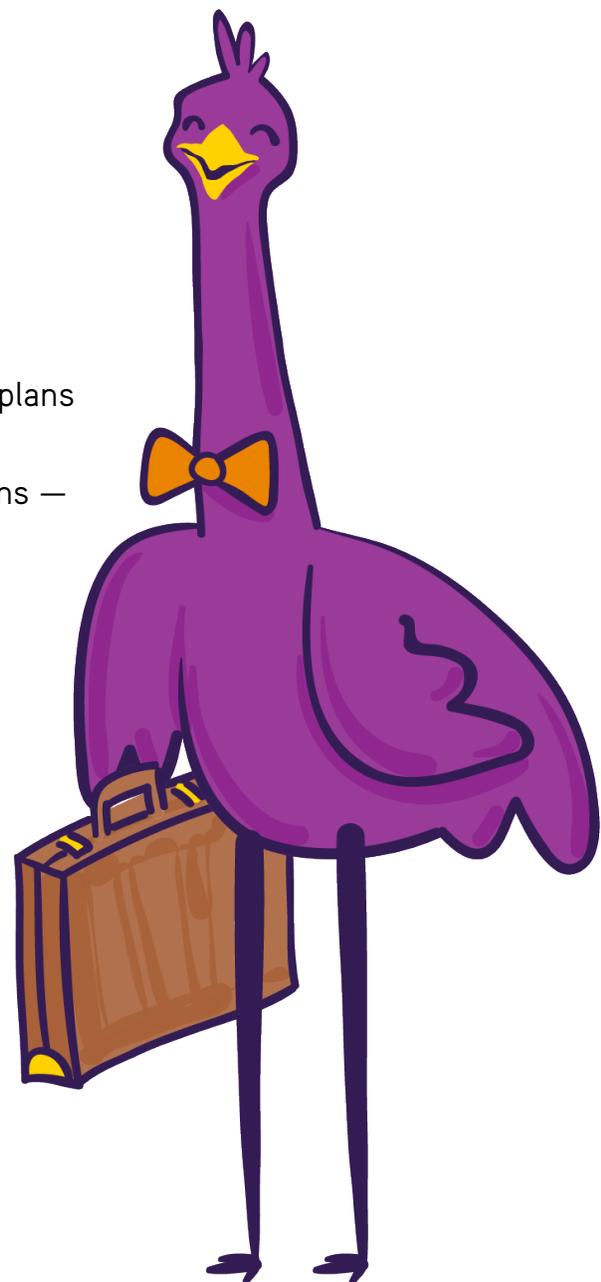
- ▶ Competitive pay, based on relevant skills and experience
- ▶ Generous paid time off:
  - ▶ 3 weeks of PTO for new employees *(increases with length of service!)*
  - ▶ 1 week of paid sick leave (PSL) for all employees
  - ▶ A paid birthday day off *(because we love celebrating U!)*
  - ▶ Holiday pay for 14 scheduled paid holidays in 2026
- ▶ Company-paid HMO/PPO medical, dental, and vision plans
- ▶ Company-paid life insurance, long-term disability and AD&D plans
- ▶ A 401(k) retirement plan with generous employer contributions — regardless of employee contribution *(yes, U read that right!)*
- ▶ Employee Assistance Program (EAP)

If UMe sounds like your kind of place to work, you're in luck.  
We're currently hiring for the following position:

**position:** Concierge / UMe Welcome Desk

**hours:** full time (monday - friday)

**starting base pay range:**  
\$20.00 to \$21.50 per hour



## Here's what you'll be doing as the UMe Concierge:

As the UMe Concierge, U are the first impression for every member and guest who walks through our doors. This is an important, proactive service role that balances exceptional member care with attentive support for the UMe team — while taking full ownership of the Welcome Desk and lobby experience. **This position matters. A lot.**

- ▶ Warmly welcoming members and guests as the first point of contact — greeting everyone upon entry and ensuring they feel seen, valued, and genuinely cared for
- ▶ Supporting the UMe team by confirming members' needs, gathering and providing pertinent information (*establishing an environment for exceptional service is essential*)
- ▶ Maintaining a proactive mindset — you're actively supporting the space, the team, and the member experience
- ▶ Maintaining a fresh and presentable lobby and Welcome Desk area so the space consistently reflects the UMe brand
- ▶ Proactively observing the lobby and anticipating needs — addressing questions and solving problems intuitively
- ▶ Providing polished, professional, and attentive service to members and the UMe team, in person, by phone, and via email — representing the UMe brand in every interaction
- ▶ Ensuring lobby safety, security, and smooth member service
- ▶ Staying up to date on UMe products, services, and promotions to confidently assist members and support the team
- ▶ Supporting marketing initiatives, promotions, and community engagement opportunities — the Welcome Desk plays an important role in these moments

## Here's what our UMe Concierge position requires from U:

- ▶ Above-and-beyond service experience — because real, human connection is at the heart of everything we do
- ▶ A polished, professional presence with strong interpersonal skills (*U are a key representative of the UMe brand*)
- ▶ A proactive, initiative-driven mindset
- ▶ Strong attention to detail, organization, and follow-through
- ▶ The ability to multitask and stay engaged in a fast-paced, member-focused environment
- ▶ Strong observational skills and intuition — noticing what's happening around you and responding thoughtfully
- ▶ Comfort with technology and a willingness to become an expert in online banking, mobile banking, bill pay, and navigating the UMe website
- ▶ A member-first mindset and enthusiasm for supporting the UMe team and overall branch success
- ▶ A desire to live the UMe brand every day (*we'll show U what that means*)

***This position requires above-and-beyond service skills, a high level of professionalism, and a proactive approach — because the Welcome Desk is where the UMe experience begins.***

**If this role feels like a good fit, we'd love to hear from U.**

Please email your resume to our Human Resources Department at [hr@umecreditunion.com](mailto:hr@umecreditunion.com)