



CIF is seeking a full-time **Business Operations Specialist** to provide excellent operational servicing, support, and customer service to our valued customers and also our internal team members. This includes performing and supporting operational processes and control review responsibilities which span across our Customer Investment Certificate (including IRA), Campaign/Consulting, and Loan accounts.

**Start Date:** ASAP

**Hours Per Week:** 40

**Benefits:** Medical, Dental, Life, Disability, 403b match

### **Duties**

- Perform duties as assigned in support of CIF's overall Business Operations and Customer Servicing.
- Receive, handle, and support CIF customer communications, inquiries, and requests via various communication methods.
- Provide excellent customer service including the establishment of new customer accounts as well as account updates and transactional request submissions and elections.
- Support new and existing customer enablement/enrollment training and ongoing overall servicing and support in relation to our available CIF Online Services platforms.
- Maintain the accuracy of standard operational and customer service forms, templates, agreements, and correspondence – with continual enhancements and drive for customer experience excellence.
- Review and maintain (in collaboration with functional areas) CIF's client databases and records.

### **Skills and Education Requirements**

- Committed, personal relationship with Jesus Christ.
- Postsecondary degree in business or equivalent experience.
- Experience or training in customer service-oriented setting.
- Previous operational experience in a banking, credit union or financial services environment preferred.
- Proficiency in using Microsoft Office suite programs, Finastra, Salesforce, Adobe Creative Cloud, and others.
- Financial/accounting/math knowledge and skills to perform duties with accuracy and efficiency.
- Strong organizational, time management, and interpersonal communication skills (both written and verbal).
- Strong attention to detail and an ability to complete work accurately and efficiently.
- Ability to interact with customers and other outside contacts in a friendly and professional manner .
- Ability to take responsibility for assigned duties and work independently and part of a collaborative team under minimal supervision, recognizing when assistance and guidance is needed.

**Candidates must submit a resume and detailed cover letter to [jobs@christianinvestors.org](mailto:jobs@christianinvestors.org) to be considered.**

**You can review more information about CIF at [www.ChristianInvestors.org](http://www.ChristianInvestors.org).**

**901 East 78th Street, Bloomington, MN 55420**