



Call Center Representatives

Cullen Street, Fort Worth, TX, US

EECU is looking for two Member Services Representatives that will service member's accounts via phone, providing professional, courteous and accurate service in a timely manner.

Key responsibilities for this position will be to deliver exceptional service to our members by answering inbound calls timely, professionally and courteously. While maintaining performance standards in quality, attendance, and an overall team centric work ethic. Take ownership of each member while empathizing and prioritizing member needs Build lasting relationships with our members by always being available, offer products and services as appropriate, and put each member first with every interaction. Protect the member and EECU from potential identity theft or fraud by accurately verifying members, keep information confidential, and raise concerns when in doubt. Resolve conflicts and manage member expectations. Candidate is responsible for adherence to all Federal and State Rules and Regulations that pertain to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act and NCUA Privacy Regulations.

Candidates for EECU should possess the following knowledge and experience:

- Minimum of one year prior call center or financial experience required
- Effective verbal and written communication with both external and internal members
- Problem Solving Skills
- Approach problems logically and with good judgment to ensure the appropriate member outcome
- Accuracy and attention to detail
- Required to abide by all applicable regulatory and department policy and procedures
- Efficiently be able to manage multiple browsers, tabs, and window navigation while remaining available to speak with a member
- Previous customer service experience
- Must be willing to work in a fast pace environment that requires 100% phone-based interaction
- Excellent attendance a MUST
- Ability to easily commute to call center in Downtown Fort Worth
- High school diploma or equivalent
- Willing to work Monday-Friday 9:30am - 6:30pm with alternating Saturdays.
- Bi-Lingual is a PLUS

EECU is an EOE/Vets/Disabled Employer.

We are an Equal Opportunity Employer and do not discriminate against applicants due to veterans status or on the basis of disability.

For more information on our organization and benefits please visit <https://www.eecu.org/careers>.



ip Rep. Bilingual- Northside Branch

Fort Worth, TX, 76164 US

EECU is looking for a Universal Relationship Representative that will create energy and excitement around EECU products and services, providing the right solutions and the right products for our members. EECU is dedicated to delivering excellence in service and it starts with you discovering our member's needs. The Universal Relationship Representative will rotate within the branch helping to support our members with products and services as needed. You may be the first person members meet in our branch when conducting teller transactions, but you are also the person who guides them – advising, suggestive selling and setting up their new products. We are looking for someone who is proud to represent EECU and who gets great satisfaction in creating lifelong members by developing sincere relationships.

Key qualifications for the Universal Relationship Representative:

- Ability to deliver great member experiences in our environment and be invigorated by constant personal interaction.
- Providing a complete service and sales experience for members resulting in exceeding sales goals on a monthly basis.
- Perform a broad variety of member service functions such as open business and consumer accounts and ability to solve operational issues and provide teller functions.
- Proactively initiate and support marketing initiatives within the branch.
- Responsible for building exceptional rapport with our members with providing excellence in service.
- Responsible for lobby coverage that includes concierge for branch, greets all members, answers calls, and assists or directs members to appropriate employees.

Candidates for EECU should possess the following knowledge and experience:

- Two years minimum experience in a retail or financial environment that requires excellence in service while building exceptional rapport with member/customers.
- Strong communication skills that let you converse freely and comfortably in all interactions with members.
- Bilingual skills are required, must be able to read, write and speak fluently Spanish.
- Bring enthusiasm and professionalism to EECU, with a high level of ownership and accountability.
- Thrive in a fast paced environment with the ability to prioritize multiple tasks daily.



oachable, can problem solve and be empathetic.

solid math and written communication skills.

- High school diploma or equivalent.

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Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, Reg DD, Reg E, Reg CC, Reg Z, Reg B, FCRA/FACTA, and Service Members Civil Relief. Required to attend initial and ongoing annual Bank Secrecy Act training.

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Retail Market Manager

Fort Worth, TX, US

EECU is looking for a Retail Market Manager to oversee multiple assigned Financial Centers to obtain business results including operational performance through people by bridging retail strategic objectives to Financial Center behaviors and deliverables. The RMM will drive individual Financial Center performance by increasing market share growth, and member satisfaction through visible leadership, performance management, key partnerships, prioritization, planning, and problem resolution. As an ambassador for EECU, the RMM is a visible representative in the community cultivating referral and prospecting opportunities.

Key responsibilities for the Retail Market Manager:

- **Create a Service Environment:** Build and promote branch identity, drive sales and promote overall ownership and accountability for improving member service and branch success
- **Manage a High Performing Market:** Translates Strategy to Ensure Execution Excellence. Partners with retail leadership and other credit union organizations to assess the strengths and weaknesses of the retail team within the market and make the necessary adjustments to drive performance and achieve organizational goals.
- **Empower Talent and Drive for Results:** Attracts, develops and retains talent. Assist colleagues in achieving their developmental goals and career aspirations. Presence to inspire others and cultivate relationships.
- **Influence others to move toward a common vision and goal:** Guide a diverse group of people through the change management process.
- **Internal Controls and Compliance:** Compliance with Credit Union policies, procedures, and operational integrity for all assigned Financial Centers.

Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, Reg DD, Reg E, Reg CC, Reg Z, Reg B, FCRA/FACTA, and Service Members Civil Relief. Required to attend initial and ongoing annual Bank Secrecy Act training.

Candidates for EECU should possess the following education, knowledge and experience:

- A Bachelor's degree required or equivalent work experience.
- Required 5 years financial services experience with at least 2 years Market Manager experience with proven results.
- Experience operating within a universal employee banking model and ITM technology preferred.
- Exhibits superb capacity management, time management, organization skills, delegation and prioritization.
- Must have strong analytical and quantitative skills
- Excellent customer and business focus with outstanding communication and interpersonal skills.



ing and developing employees and teams to increase production and meet
rds in a retail performance environment.

esses, operations, data analytics, or quantitative marketing.

- Must display strong financial acumen, including knowledge of banking industry, products and regulatory understanding.
- Ability to successfully influence at all levels of the organization.

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Sr. Network Administrator
Fort Worth, TX, US

EECU is looking for a Sr. Network Administrator, which will be responsible for ensuring the availability, reliability, scalability, recoverability and stability of the enterprise network. Network Administrators are responsible for the management and maintenance of software, hardware and connectivity infrastructure of the EECU LAN, WAN and voice networks. This includes server hardware, virtual hosts, virtualization software, SANs, cloud-based servers, all server level operating systems, firewalls, routing, switching, and any other network connectivity.

Key responsibilities for the Sr. Network Administrator:
Strategy and Leadership

1. Provides leadership for effective strategic and tactical planning in the use of network and server technology.
2. Stays abreast of new networking technologies and provides business cases and recommendations to Senior IT management on strategic direction of networking and server architecture.
3. Works with Network Architect to develop, enhance, and manage the Credit Union's enterprise networks to provide high speed, transparent, and highly functional network(s).
4. Work with Network Architect to develop appropriate implementation plans for analysis, installation and support of voice, data and network system solutions.
5. Actively participates in planning and design for all aspects of the LAN/WAN, Virtual Server Environment, SAN, Network Domains, voice systems, email systems, server OS, server software.
6. Works with Network Architect to plan, implement and test network and data recovery.
7. Develops and applies security rules to network, telecommunications, and systems software and hardware platforms.
8. Develops and maintains policies and procedures that relate to the network servers, hardware, software and AD.
9. Trains and mentors department staff on network and systems design, support and procedures.
10. Plans and maintains AD security group structure, email group structure, file systems structure.
11. Designs and develops automation for mass rollout of desktop software, configurations and polices.
12. Plans and oversees DNS administration for all internal and external DNS addresses.
13. Oversees certificate creation and management for EECU systems.

Network Operations

1. Recommends upgrades, maintains current system, and implements new network and telephony applications and equipment.
2. Support firewall rule sets and effectively communicating firewall rule changes to ensure applications are capable of successfully traversing across firewalls
3. Manages security operations entailing responding to incidents, monitoring, and maintaining systems relating to network security.
4. Manages the performance of network and telephony hardware and software platforms at the most advanced level.
5. Handles complex problems, maintaining continuity of normal workflow, ensuring compliance with credit union standard operating procedures, standards and regulations, solving new or unfamiliar problems.
6. Assists with troubleshooting/installation and configuration for all aspects of the LAN/WAN, Virtual Server Environment, SAN, Network Domains, voice systems, email systems, server OS, server software.

Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, FCRA/FACTA and Esign. Required to attend initial and ongoing annual Bank Secrecy Act training.

Key technologies include: Microsoft Server OS, Active Directory, Microsoft Windows 8 and 10 client technologies, VMWare, NetApp SANs, Cisco routing, Cisco Call Manager, VoIP, I3, Azure, Office 365, Microsoft SQL server.

Candidates for EECU should possess the following knowledge and experience:

- Bachelor's degree in Information Technology field required or equivalent experience/education.
- Microsoft and/or VMWare certifications preferred.
- At least five years of Network Administration experience.
- At least three years of experience in designing and implementing networking solutions.
- At least three years of experience in managing servers in a virtual environment (SANs and Virtualization).
- Excellent analytical and problem solving abilities.
- Ability to effectively prioritize and execute tasks in a high pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in a business friendly and user friendly language.



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rpersonal and presentation skills.

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Universal Banker, Floater
Cullen Street, Fort Worth, TX US

EECU is looking for three Universal Relationship Representative, Floater that will be responsible for expanding relationships with EECU members and acquire new relationships by providing needs based products and services. The Universal Relationship Representative will rotate within the branch as a teller and perform limited platform responsibilities as needed.



Universal Relationship Representative, Floater is responsible for performing service functions such as teller functions, open consumer accounts, service needs-based selling techniques, and the ability to solve operational issues. Support marketing programs, and be responsible to build exceptional rapport and member service. The Universal Relationship Representative will rotate between branches will consist during branch position shortage, vacation, emergencies and on an as needed basis. Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, Reg DD, Reg E, Reg CC, Reg Z, Reg B, FCRA/FACTA, and Service Members Civil Relief. Required to attend initial and ongoing annual Bank Secrecy Act training.

Candidates for EECU should possess the following knowledge and experience:

- Flexibility to assist all 14 branches as needed
- Two years cash handling and/or Financial Institution experience
- Good listening and communication skills
- Problem solving
- Relevant computer skills
- High school diploma or equivalent

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Mortgage Loan Originator- Outside Sales

Cullen Street, Fort Worth, TX US

EECU is looking for a Mortgage Loan Originator- Outside Sales identify, develop, and maintain a network of outside business relationships, both existing and prospective, that will serve as a source of referrals for new mortgage loan opportunities. This includes but not limited to, Realtors, Builders, financial Advisor, and other personnel and professional contacts.

Key responsibilities for this position to cross sell other credit union products while bringing on new members. The Mortgage Loan Originator- Outside Sales is required to develop mortgage lending opportunities by being involved in the community, allowing the opportunity to promote all mortgage products of EECU and the ability to promote home ownership. Knowledgeable of secondary loans, including, but limited to Purchase Money/Refinance, (Conventional, FHA, VA), Home Equity, HELOC, Home Improvement, and Interim Construction loan applications. Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, TRID, ATR/QM, Reg Z, FCRA/FACTA, RESPA, HMDA, Fair Housing Act, Flood Disaster Protection Act and Homeowner's Protection Act.

Candidates for EECU should possess the following knowledge and experience:

- 5-7 years in the Banking/Financial Industry
- 5 years in a Mortgage environment
- MLO mortgage background
- Must be able to travel in the local area to offices of potential clients to prospect for business
- Must have the analytical abilities to evaluate credit reports, title work/abstracts, appraisals, flood certificates, surveys (duplicate)
- Ability to work in a fast paced environment and within strict time deadlines required
- Must have clear understanding of all documentation disclosed
- Encompass Origination Software System preferred
- High School diploma or equivalent required, college preferred
- Bi-Lingual is a PLUS but not necessary

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Vice President, Mortgage Services

Cullen Street, Fort Worth, TX, US

EECU is in search of an experienced Vice President of Mortgage Services to join our team. The ideal candidate will be responsible for leading the mortgage lending program for EECU and formulating and implementing strategies to grow production and revenue. These responsibilities will include managing all aspects of the credit union's mortgage operations. This includes, new product development, sales, service, processing, and seeking opportunities to grow the business and meet organizational goals. The position manages direct and secondary market production consistent with senior management's asset liability directives, interest rate risk profile, profitability requirements, and strategic objectives. This experienced executive will implement and maintain current loan products and services with efficient and compliant internal processes, and ensures all staff is following regulatory requirements with applicable rules, laws, and regulations.



age multiple projects simultaneously and work independently. A minimum experience at the senior level, which includes leadership of a full mortgage lending cycle (origination, processing, closing and servicing), secondary market operations, lending and loan servicing, and project management. A Bachelor's Degree in a Business-related field is required. Minimum education requirements under the Nationwide Mortgage Licensing System.

For more than 80 years, Fort Worth-based EECU community credit union has been committed to providing members A Better Way of Banking®. Today, EECU has approximately 185,000 members it serves through 14 banking branches across North Texas, provides access to 55,000 ATMs nationwide for free, and offers comprehensive online and mobile banking and financial services. EECU was recently ranked by Consumer Reports as the highest ranking credit union in the Dallas-Fort Worth Metroplex.

For more information about our organization please visit www.eecu.org/careers

Training & Development Specialist

Fort Worth, TX, US

EECU is looking for a Training & Development Specialist to plan, organize, and develop various employee educational training programs to meet the strategic goals of the credit union. Works with subject matter experts to capture content relevant information for a staff member's success and researches high tech delivery methods to ensure employee engagement. The Training & Development Specialist must become a system expert in all operational areas, an expert on many banking regulations and have the ability to create a learning environment that promotes the highest degree of content retention. This position requires creativity, high quality and consistency, while working in a fast paced environment.

Key responsibilities for the Training & Development Specialist:

- Plans, organizes and designs training curriculums for all employees to help effectively meet the credit union's yearly strategic goals.
- Creates lesson plans and facilitates workshops for all operational training for the Financial Center Consultants, Contact Center staff and the Teller staff.
- Analyzes and evaluates the effectiveness of all operational and compliance training. Recommends and implements changes to operational/compliance training as needed for employee development.
- Responsible for creating and updating all training materials for all Tellers, Financial Center Consultants, and Contact Center Staff. This includes hard copy training materials and job aids, as well as updating and posting them electronically in SharePoint-Connect.
- Direct structured learning experiences and monitor their quality results.
- Responsible for creating and updating training courses for maximum effectiveness in the online EECU University.
- Acclimates new hires to the business and conducts monthly orientation and onboarding sessions.
- Facilitates Sales Training for all Branch and Contact Center staff members through a variety of delivery methods, including classroom instruction, virtual training and on the job coaching as needed.
- Assists the training team in assigning and assessing training programs within our LMS that will help employees gain the knowledge, skills and abilities to be successful in their current role, as well as for future career development.
- Responsible for creating and facilitating other training programs as needed, such as soft skills training.
- Must stay up-to-date of the new trends and tools in employee development.
- Responsible for the creation and publication of e-learning programs.
- Responsible for compliance training of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act and NCUA Privacy Regulations. Required to attend initial and ongoing annual Bank Secrecy Act training
- Other duties as assigned. Regular attendance is an essential function of this position.

Candidates for EECU should possess the following knowledge and experience:

- College degree in Education, Training, HR or related field, + 2 year's work experience.

- Financial Industry experience a plus.
- Or, five + years equivalent work experience in the financial industry or the training and development field.
- Must possess excellent verbal and written communication skills.
- Must possess strong interpersonal skills, organization skills, and attention to detail.
- Must have the ability to become a Symitar/Meridian Link expert in teller operations, new accounts operations and the lending area.
- Must have a working knowledge of various banking regulations such as Regulation CC (Expedited Funds Availability Act), Information Security, Privacy Act, Bank Secrecy Act (BSA) / Anti-Money Laundering/OFAC, Customer Identification Program (CIP), Physical Security, Regulation DD –Truth In Savings Act, Regulation D Regulation E, Regulation B, and Regulation Z.
- Must be flexible in scheduling training classes and have the ability to conduct training classes outside of normal business hours.
- Excellent computer skills required. Must know Word, Excel and PowerPoint and various other training media.
- Must possess the ability to make effective presentations in front of small and large groups of people.
- Must have adequate knowledge of learning management systems and high tech delivery methods.
- Knowledge of Articulate 360 (e-learning tool) a plus.

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Digital Branch Specialist I

Fort Worth, TX, US

EECU is looking for a Digital Branch Specialist I which will be responsible for handling chat, emails from members and processing of loans and new accounts. The chat and new account channels have a specific service level that must be met and they are responsible for ensuring that it is met at all times barring any issues that are out of their control, such as system issues, staffing problems, etc. They are also responsible for ensuring that the Digital Branch loan approvals and new accounts are within EECU, State, and Federal compliance, not limited to verifying interest rates, terms, advances, verifying original approval requirements are met, in addition to all new account procedures being followed. If any item is not within EECU, State, and Federal compliance, the DBS I will be directly responsible for working with our member until documents fall within guidelines.

This position is also responsible for any follow up with members to ensure all outstanding loan approvals and new account applications are worked to conclusion. Member approved and ready to book loans must be funded within EECU's established service levels upon receipt of all documents. All new accounts must be opened within EECU's established service levels. Position is responsible for updating Meridian Link on received loan documents, and then finalizing the process by funding loans/deposit accounts in Symitar on all approved funded loans and new accounts.

Key responsibilities for the Digital Branch Specialist I:

- DBS I is responsible for ensuring that the Digital Branch loan approvals and new accounts are within EECU, State, and Federal compliance, not limited to verifying interest rates, terms, advances, verifying original approval requirements are met, in addition to all new account procedures being followed.
- Follow up with members to ensure all outstanding loan approvals and new account applications are worked to conclusion. Work directly with member to obtain any outstanding documentation to ensure the received documents are within guidelines of approval and ensure EECU, State, and Federal compliance. Complete all aspects, as per EECU's requirements, in regards to funding loans and opening new accounts.
- Ensure approved and ready to book loans funded within 1 hour upon receipt of all documents. In addition all new accounts opened within 1 hour of receipt of documents.
- DBS I will verify Chex Systems in order to verify OFAC and social security information.
- Manage the chat channel and ensure that service levels are met consistently. Also responding to member emails within expected service level.
- Other duties as assigned. Regular attendance is an essential function of this position.

Candidates for EECU should possess the following knowledge and experience:

- Must have loan processing background.
- Must have analytical skills and computer proficient.
- Must be knowledgeable of credit union policies and regulations.
- Word and excel applications is a must.
- Diplomacy and tact when dealing with the members on outstanding items, chat and email.
- Full knowledge consumer lending process.
- Knowledgeable of all State and Federal guidelines.
- Good communication skills, mathematical/financial skills, and ability to work in a fast paced environment while maintaining quality results.

- Must have one year in the Banking/Financial industry.
- Must have two years in the consumer loan processing and funding.
- Two years in the Credit Union industry is also preferred.
- Must be able to work Monday – Friday 10:00am to 7:00pm and rotating Saturdays 9:00am to 1:00pm.

Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, Reg B, Reg Z, Reg DD, Reg E, Reg CC, Service Members Civil Relief, and FCRA/FACTA. Required to attend initial and ongoing annual Bank Secrecy Act training.

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Digital Branch Specialist I

Fort Worth, TX, US

EECU is looking for a Digital Branch Specialist II to expand relationships with EECU members and acquire new relationships by providing needs based products and services through the Digital Branch. The Digital Branch Specialist is responsible for opening new accounts, working loan applications and processing loan closings. The new accounts and loans may be initiated online or via phone. The Digital Branch Specialist manages all Interaction Client queues as well as Meridian Link queues. The position requires versatility to be able to handle all channels in the Digital Branch. The Digital Branch Specialist is expected to cross sell to existing and new member's products that will enhance the member's financial relationship with EECU. Must be fully knowledgeable of State and Federal Regulations.

Key responsibilities for the Digital Branch Specialist II:

- Manages incoming calls with online applications to ensure all members are handled quickly and efficiently and keeping first call resolution top of mind. Interview members thoroughly to obtain the most complete application for approval. Understand the member's needs well enough to be able to offer alternative solutions if their first option doesn't work. Leverage competitor and market research to identify opportunities to improve member journey
- Meet or exceed established monthly service expectations. Perform financial profiles on members to ascertain relationship expansion opportunities; Utilize Meridian Link cross-selling tools; Utilize internal opportunity reports as provided by management and actively participate in all sales campaigns.
- Performs member service functions such as open new accounts, accurately complete all member service documentation, completes necessary file maintenance on accounts as the need arises, and orders checks while staying within policies, procedures and Federal Regulations.
- Troubleshoot and resolve complex member account issues. Provide positive, professional customer service while handling irate members over the phone, listening to the member's concern, asking probing questions to further understand the issue, and offer a resolution during the initial contact when possible. Follow up with the member as required.
- Monitors unclaimed queues and maintains established service levels at all times.

Candidates for EECU should possess the following knowledge and experience:

- Sales skills
- Customer service skills.
- Knowledge of all EECU products, services.
- Professional written and oral communication skills
- Organization and time management
- Places a sense of urgency in responding to members
- Credit Union and Federal Regulations
- Other duties as assigned. Regular attendance is an essential function of this position.
- Minimum one to two years of financial institution experience or equivalent education.
- Two or more years of consumer lending experience.
- One to two years in customer service or sales related experience.
- One to two years of call center experience
- Must be able to work Monday – Friday 10:00am to 7:00pm and rotating Saturdays 9:00am to 1:00pm.

Responsible for compliance of all Federal and State rules and regulations pertaining but not limited to Bank Secrecy Act, Anti-Money Laundering, Bank Bribery Act, NCUA Privacy Regulations, Reg DD, Reg E,

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