

At Affinity Plus every employee understands how their work affects our members experience and we strive to provide an experience that can't be found anywhere else. Great service starts with great employees and that is why we focus on providing not only the best place our members will ever bank but the best place our employees will ever work. Between our one of a kind culture, incredible benefits, and work/life balance; we believe you will feel the Affinity Plus difference.

Position Summary

The Talent Acquisition Specialist Member Facing is responsible for managing the full-cycle recruitment process for Affinity Plus, with a primary focus on attracting, assessing, and hiring high-quality and diverse talent for branch and member-facing positions across the organization. This role partners closely with Member Facing Leadership to develop and execute effective hiring strategies that support branch staffing needs, workforce planning, growth initiatives, and a strong candidate experience.

The Talent Acquisition Specialist serves as a consultative recruiting partner, providing guidance throughout the hiring process while leveraging data, sourcing strategies, labor market insights, and employer branding to build sustainable talent pipelines for branch and member-facing roles. While the primary focus of this role is Branch recruiting, the position also provides talent acquisition support and expertise for broader organizational needs as business priorities evolve.

Duties & Responsibilities

Full Cycle Recruitment & Hiring Support

- Serve as the primary recruiting partner for branch and member-facing positions across the organization.
- Partner with Branch Leadership and Regional/Market Managers to understand staffing needs, workforce planning priorities, role requirements, and selection criteria.
- Develop recruiting strategies that support branch staffing levels, growth initiatives, and succession planning across branch locations.
- Manage the end to end recruitment process, including intake, sourcing, screening, interviewing, selection, offer preparation, and onboarding coordination.
- Partner with Branch Leadership, hiring managers, and HR stakeholders to understand business strategy, workforce needs, role requirements, competencies, and selection criteria.
- Set realistic hiring expectations, establish timelines, and develop sourcing and selection plans aligned with talent availability and market conditions.
- Screen candidates through resume review, application evaluation, phone screenings, and coordinate interviews.
- Review employment applications and background check results to ensure compliance and sound hiring decisions.
- Track and maintain candidate status accurately and timely within the Applicant Tracking System (ATS).

Sourcing, Pipelines & Employer Branding

- Source active and passive candidates using diverse sourcing channels, including social media,

professional networks, job boards, and career fairs.

- Build and maintain diverse candidate pipelines for branch and member-facing positions in advance of hiring needs.
- Design, plan, and execute employer branding initiatives that reflect Affinity Plus' values, culture, and employee experience.
- Educate leaders and employees on serving as brand ambassadors through appropriate use of social media and professional networks.
- Develop proactive talent pipelines for Member Advisors, Member Consultants, Assistant Branch Managers, Branch Managers, and other branch-based positions.
- Partner with Branch Leadership to identify local sourcing opportunities and talent needs within branch markets.
- Participate in community events, career fairs, networking opportunities, and hiring events to attract talent for branch locations.

Consultation, Strategy & Workforce Insights

- Provide consultative guidance to Branch Leadership and organizational leaders on recruitment strategies, labor market conditions, talent availability, and workforce planning.
- Partner with leaders and HR team members to understand job specifications and requirements
- Provide starting salary recommendations and participate in candidate offer discussions and negotiations as appropriate.
- Develop and implement recruitment action plans that support fair, inclusive, and accessible hiring practices while attracting a broad and qualified talent pool.
- Analyze branch staffing needs and provide workforce and hiring forecasts to support branch staffing plans, growth initiatives, and organizational workforce planning efforts.
- Partner with Branch Leadership to anticipate staffing trends, turnover risks, and future talent needs across branch locations.
- Identify recruiting process bottlenecks and recommend and implement solutions to improve efficiency and effectiveness.

Analytics, Reporting & Compliance

- Leverage HRIS, ATS, and recruitment marketing tools to identify recruitment KPIs and analyze hiring effectiveness.
- Prepare and present recruiting metrics and insights that inform recruiting strategy and decision making.
- Ensure all screening, hiring, and selection activities comply with employment laws and regulations.
- Prepare, maintain, and communicate recruiting, hiring, and workforce reports to support talent acquisition strategies, compliance requirements, and organizational decision-making.
- Participate in New Employee Orientation as an organizational ambassador, including ensuring completion of I 9 documentation.

Candidate Experience & Continuous Improvement

- Conduct candidate and employee satisfaction evaluations related to the recruiting and hiring process.
- Identify and implement improvements to enhance the candidate experience.
- Participate in special projects related to the development and implementation of HR policies, programs, and recruitment initiatives.
- Gather feedback from candidates, hiring leaders, and Branch Leadership to continuously improve

recruiting effectiveness and candidate experience.

- Other duties as assigned.

Minimum Qualifications and Skills

Required Knowledge

- 2+ years of experience as a Talent Acquisition Specialist or similar recruiting role.
- Demonstrated success managing full-cycle recruiting for high-volume, customer-facing, retail banking, financial services, branch operations, or similar positions.
- Strong interviewing and candidate assessment skills.
- In depth knowledge of sourcing strategies, selection methods, and employer branding practices.
- Experience recruiting for member-facing, branch operations, sales, or service-oriented positions preferred.
- Experience using HRIS, Applicant Tracking Systems (ATS), sourcing, and recruitment marketing tools.
- Working knowledge of employment laws, regulations, and best practices related to hiring.

Qualifications and Skills

Decision Making/Problem Solving/Advising

- Ability to analyze information to solve issues and make informed, sound decisions, within established policies and procedures
- Skilled in assessing needs, offering solutions, and building trust through effective consultation.
- Ability to recognize operational inefficiencies and identify improvement opportunities

Collaboration/Building Relationships

- Proven ability to build and maintain positive working relationships with members and internal stakeholders by demonstrating professionalism, reliability, and responsiveness in daily interactions.
- Ability to collaborate effectively within and across teams.

Accountability

- Ability to take accountability of responsibilities, commitments, and outcomes.

Communication

- Strong ability to communicate clearly, effectively and professionally.

Learning

- Ability to actively pursue opportunities to expand knowledge and skills; applying learning to improve performance.
- Willingness to learn new skills, processes, and technologies with support and training.
- Ability to stay abreast of recruiting trends and best practice

Adaptability

- Demonstrated adaptability and willingness to take on new responsibilities.
- Demonstrated ability to show resilience and adaptability in the face of challenges or changes.

Technology Experience

- Intermediate computer and technology skills and knowledge, with the ability to navigate between multiple systems with ease.

Other Skills

- Time Management skills and the ability to prioritize workload based on department and member needs.
- Ability to complete tasks with accuracy and thoroughness.
- Demonstrated reliability, integrity, and ability to maintain confidentiality.

Preferred

- Bachelor's Degree in Human Resource Management

Work Environment

This role is: Virtual First – Requiring a reliable internet access and home office setup.

Physical Requirements

- Sitting 90–95% and standing 5–10% which is determined on your rotation within the branch
- Working at a computer 98% of the day, utilizing the phone 40–60%
- Bending, twisting, kneeling, stooping, or crouching when appropriate, on occasion
- Repetitive movements, including but not limited to typing, using a mouse, phones, etc.
- Lift, carry, push or pull up to approximately 30 pounds

Requires onsite presence based on coordination of work with other employees and/or departments. May require travel to attend on-site meetings/events for collaboration, connection, project work, All-Employee Day, etc.

Travel requirements

Occasional travel to branch locations, career fairs, community events, networking functions, hiring events, and organizational meetings is required to support recruiting efforts, build branch talent pipelines, strengthen partnerships with Branch Leadership, and support workforce planning initiatives.

Location

This position will be based out of our **St. Paul, MN** corporate office, with the opportunity to work mostly virtual. Onsite work will be expected typically 1–2 times per month, but additionally as needed for interviews, meetings and community events as mentioned in the travel requirements. Employees should live within a commutable distance to St. Paul.

Required Work Schedule

Standard Monday through Friday business hours with a willingness to work a flexible schedule as

needed. Consistent and reliable attendance is a required essential function of this role to meet the needs of the department/team and organization.

Compensation

This position has a starting pay range of \$62,200 — \$79,350 annually.

In alignment with our commitment to pay transparency, we are providing a good-faith estimate of the pay range for this position. This range reflects what we anticipate offering a successful candidate based on factors such as the role's responsibilities, required qualifications, and relevant experience. The actual pay may vary depending on the selected candidate's skills, experience, and other qualifications.

Total Rewards

Affinity Plus offers a comprehensive Total Rewards package that goes beyond base pay. In partnership with the State of MN Employer Group, Affinity Plus provides low-cost medical, dental and vision insurance coverage options. Additionally, Affinity Plus frontloads all sick time hours and a portion of vacation hours for all new employees, offers a variety of paid leave options, a monthly wellness benefit, and immediate 401K matching up to 5%. Our Total Rewards philosophy is designed to support your well-being and growth while fostering a fair and inclusive workplace.

Disclaimer

Applicants may be subject to a background and credit check. Employees in this position must be able to satisfactorily perform the essential functions of the position. If requested, Affinity Plus Federal Credit Union will make every effort to provide reasonable accommodations to enable employees with disabilities to perform the position's essential job duties. As markets change and the Organization grows, job descriptions may change over time as requirements and employee skill levels evolve. With this understanding, Affinity Plus Federal Credit Union retains the right to change or assign other duties to this position.

Application Deadline

Affinity Plus Federal Credit Union accepts applications on a rolling basis.