

JOB DESCRIPTION

Job Title: Member Services Representative MSR / Teller

Reports to: Branch Manager

Shifts: Monday – Friday 8:30am – 5:00pm/

Location: South Branch

9:30am – 6:00pm (alternating)

Saturday 9:00am – 1:00pm (occasional)

Purpose

Act as the primary point of contact for members and provide excellent banking services in a professional courteous manner. Support the Credit Union's member centric environment by acting as a liaison between members and other Credit Union staff. Strengthen the Credit Union brand/image by consistently conducting yourself in a professional, friendly, and positive manner.

Duties and Responsibilities

- Process member transactions in an efficient and accurate manner while adhering to Credit Union policies and procedures.
- Maintain an ongoing knowledge of the member services platform including but not limited to transactions, account maintenance and online services support.
- Balance personal cash drawer/cash dispenser within cash policy guidelines.
- Assist in balancing the vault and verifying cash deliveries.
- Assist in performing branch opening and closing procedures
- Assist with daily check processing duties.
- Handle member inquiries and direct inquiries to other staff as appropriate.
- Project a positive and professional image, which includes being courteous and neat in appearance.
- Communicate professionally both verbally as well as in writing with all members and co-workers.
- Project warmth and competence both in person and over the phone.
- Work in an environment that demands resourcefulness and flexibility.
- Confidentiality is required.
- Perform other duties as assigned.

Service Expectations

- Using the Credit Union external and internal "Service Standards" as a foundation, demonstrate an on-going commitment to exceptional member service and mutually respectful interaction with all personnel of the Credit Union.
- Cooperate with Credit Union staff members to ensure a "team effort" and prompt member service.
- Must maintain regular and punctual attendance to required shifts, meetings, trainings, and related employment engagements to support position responsibilities and duties.

- Any alterations to required schedule must be reviewed and approved, in advance by your supervisor.
- Be able to project a positive, professional image, which includes being courteous and neat in appearance.

Knowledge, Skills & Abilities

- Possess a strong desire to help members with their financial needs.
- Demonstrate the ability to communicate professionally and effectively both verbally and in writing.
- Be an active listener by giving full attention to what other people are saying, taking time to understand the points being made, and asking appropriate questions.
- Be able to project warmth and competence both over the phone and in person.
- Demonstrate strong decision-making skills.
- Ability to comprehend written sentences and paragraphs in work related documents.
- Be able to work independently, utilizing analytical skills, organizational techniques, and the effective use of time management.
- Be able to get along with, and work with people in situations involving pressure and stress while maintaining a business-like composure.
- Be able to work in an environment that demands resourcefulness and flexibility.
- Be self-motivated and demonstrate a desire for self-improvement.
- Ability to sit at a workstation for extended periods and retrieve files from various heights.
- Ability to lift objects weighing 30 pounds.

Tools and Technology

- Be able to operate a PC with speed and accuracy to enter and retrieve data. Working knowledge of Microsoft Excel and Word required.
- Be able to operate a 10-key calculator proficiently.
- Maintain a thorough knowledge of the data processing systems.

Education, Training and Experience

- High school diploma or GED required.
- One-year customer service experience is preferred.
- One-year experience in Credit Union or banking environment preferred.
- General knowledge of Microsoft Office (Outlook, Word, Excel etc.) and 10-key by touch.
- Detail orientated and ability to prioritize activities.
- Excellent communication skills, including listening, writing and presentation.
- Strong decision-making skills.
- Strong computer skills.



Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties, and responsibilities to this job at any time.

I acknowledge that I have read this document and that it was discussed with me today. I understand the contents and acknowledge that I received a copy.

EMPLOYEE:

_____	_____	_____
Print name	Signature	Date

SUPERVISOR:

_____	_____	_____
Print name	Signature	Date