



Position Title: Member Service Representative I
Department: Operations
Reports to: AVP Branch Manager
FLSA Classification: non-exempt
Compensation:

Job Summary:

Under general supervision, provides a broad range of services to the credit union membership conducting financial and other services in the Teller Department while providing excellent customer service to all members.

Supervisory Responsibilities:

None

Duties/Responsibilities:

- Receiving and disbursing cash and checks, posting deposits, and loan payments. Cross-sell products and services; accept loan requests and refer to the appropriate personnel for additional information as needed.
- Assist members with home banking, electronic statements, and stop payments.
- May be required to assist and perform basic research on member disputes, questions, and/or concerns by telephone, written correspondence, or in person.
- Responsible for adhering to all established policies and procedures, including but not limited to the Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC), Customer Identification Program (CIP), Member Due Diligence (MDD), HIPAA, ADA, and other federal/state compliance regulations.
- Gather information and report Elder Abuse and SAR (Suspicious Activity Reports) to proper departments and authorities.
- Responsible for maintaining current knowledge of company policies, products, and services.
- Performs other duties as assigned.

Required Skills/Abilities:

- Excellent communication and interpersonal skills are required.
- Strong attention to detail and excellent organizational skills.
- Ability to work with minimal or no supervision.
- Time management ability.
- Strong math, communication, and keyboarding skills
- Ability to cross-sell credit union products/services.
- Ability to prioritize and manage multifunctional tasks.
- Ability to handle cash.

Education and Experience:

- High School diploma or equivalent.
- Three to six months prior teller experience or equivalent.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- May require standing and walking 25% of the time, lifting up to a maximum of 50 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling and pushing.
- May be required to work in an environment with high noise levels and unpredictable temperature and ventilation.