

TITLE: P/T Member Service Representative

REPORTS TO: Branch Manager

Position Summary:

Perform a wide range of transactional duties to serve Members by receiving or paying out currency and negotiable items with high accuracy. Maintain accurate transactional records. Provide a variety of Member services to include but not limited to, deposits and withdrawals for both share/savings and share draft/checking accounts, loan payment transactions, money orders, certificate of deposits, savings bonds, etc.

Essential Duties and Responsibilities:

- Greet Members in a courteous, professional, and timely manner.
- Complete various transactions and requests accurately and timely that include deposits, withdrawals, loan payments, in addition to various forms of monetary items.
- To mitigate risk to the Member and the Credit Union, place appropriate holds on accounts for uncollected funds and checks, as necessary.
- Issue money orders, , and cashier checks as well as any other monetary item.
- Balance cash drawer at the end of each day.
- Ensure that the frontline is neatly maintained and properly stocked with forms, supplies, brochures, etc.
- Maintain an up-to-date and comprehensive knowledge on all products and services offered by the Credit Union.
- Maintain an up-to-date and comprehensive knowledge of all frontline related policies related to the frontline and procedures, federal rules and regulations including robbery procedures, Reg. CC, BSA, US Patriot Act, etc.
- Actively cross-sell Credit Union products and services to Members.
- Process night drops and mail transactions under dual control.
- File, update, and maintain accuracy of member signature cards.
- Maintain items on the monetary instrument log timely and accurately.
- Assist Members with their inquiries/issues/concerns

Minimum Qualifications:

- High School Graduate
- Cash Handling Experience Preferred

Skills:

- Excellent communication skills
- Exceptional organization and time management skills
- Ability to meet all assigned deadlines
- Ability to take on additional tasks and duties as assigned
- Ability to operate general office machines and equipment such as photocopier, fax machine, computers, and telephones
- Must be self-motivated, disciplined, and ability to thrive in fast-paced environment

Supervisory Responsibilities:

- No

Working Conditions:

- Branch-based. Work conditions include standing, lifting, bending, stooping, and reaching