



Job Title:	MSR	Reports To	Branch Manager
Department/Group:	Branch Operations	FLSA Status	Non Exempt
Location:	Based on Need	Travel Req.	n/a
Salary Grade Range: (experience based)	\$10-\$14	Position Type:	Full Time
Approved By:	HR Manager	Last Updated:	2020

Job Summary

- ❖ To provide exceptional member service while conducting transactions for members and posting them accurately to the appropriate accounts. It is also the Teller’s responsibility to maintain and balance a cash drawer within the limits and guidelines provided by the credit union and offer products and services that could benefit the member and contribute to the growth of the credit union on a consistent basis. The overall responsibility of a **USE MSR** is to provide service the goes above and beyond expectations.

Essential Duties and Expectations

- ❖ A **USE MSR** is expected to complete every transaction efficiently with minimal posting errors, if any.
- ❖ A **USE MSR** is held accountable for his/her cash drawer, this responsibility includes but is not limited to: ensuring box is locked when it is not in your presence, cash organization, accurately balance checks and daily work.
- ❖ A **USE MSR** is expected to correctly use the cash counter in Portico with every cash in/out transaction **NO EXCEPTIONS!**
- ❖ A **USE Teller** is expected to cross sell products and services that could benefit the member and contribute to the growth of the credit union.
- ❖ A **USE MSR** is expected to always be productive, they should have the mindset of a team player and be willing to assist when needed to include but not limited to: cross training, verifying, helping in other departments, etc. There is ALWAYS something to do!
- ❖ As a **USE MSR**, you are a reflection of the Credit Union and therefore, expected to always be professional in respect to communication, representation, and overall mannerisms. This includes but not limited to: peer to peer conversations in the presence of members, cell phone usage during business hours (not including your lunch period), eating at your work station, etc.
- ❖ As a **USE MSR** you will maintain and balance a cash drawer.
- ❖ As a **USE MSR** you will be expected to offer products and services that could benefit the member and contribute to the growth of the credit union.
- ❖ As a **USE MSR** you may be responsible for closing loans, opening new account, and/or accepting loan applications.
- ❖ As a **USE MSR** you will be expected to consistently contribute to the Branch Goals through cross sells and answering loan line

Other duties assigned by supervisor as needed

The Preferred Candidate would possess the following skills and qualifications

High School Diploma or equivalent preferred

Sales Focused and Goal Oriented

Cash Handling and Customer Service experience

Administrative Writing Skills, Microsoft Office Skills, Organizational skills, and Verbal Communication skills.