



Job Title:	Member Service Rep.	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)	\$14+	Position Type:	Full Time
Approved By:	HR	Last Updated:	2022

Job Summary

- A Member Service Representative, or Teller, is responsible for interacting with members who wish to perform cash transactions - or utilize other services. As the face of the credit union, greeting members and offering assistance are essential - as well as following standard operating procedures.

Essential Duties and Expectations:

- Complete every transaction efficiently with minimal posting errors, if any.
- Maintain a cash drawer. This 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.
- Use the cash counter in with every cash in/out transaction.
- Cross-sell products and services that could benefit the member and contribute to the growth of the credit union.
- Work within a group/team-oriented environment.
- Be courteous and polite at all times.
- Responsible for closing loans, opening new account, and/or accepting loan applications.
- Our members depend on our frontline staff for access to their hard-earned money, as well as assistance with our products and services. Therefore, being at work on time is crucial.
- Other duties as assigned by Supervisor as needed, including temporarily covering other branch locations.

The Preferred Candidate would possess the following skills and qualifications:

High School Diploma or equivalent required

Sales Focused and Goal Oriented

Cash Handling and Customer Service experience

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

Physical Demands

Sedentary - Exerts up to 10 lbs. of force occasionally and/or may have to lift, carry, push, pull, or otherwise move objects up to 10lbs. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

Hearing- Ability to receive detailed information through oral communication

Reaching - Extending hand(s) and arm(s) in any direction

Talking - Expressing or exchanging ideas by means of the spoken word. Talking is important for those activities in which workers must impart oral information to clients or to the public, and in those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Environmental Conditions and Physical Surroundings-Normal conditions compliant with regular office work.

Interpersonal Skills/Behaviors-Dealing with individuals with a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them.

Compliance

To abide by all federal, state, and local laws including but not limited to: The Bank Secrecy Act, including the Office of Foreign Assets Control (OFAC) and Financial Crimes Enforcement Network (FinCEN); Uniform Commercial Code (UCC); Federal Reserve Bank; and National Credit Union Administration (NCUA), Anti-Money Laundering (AML), Customer Identification Program (CIP) and Customer Due Diligence (CDD) daily to ensure compliance with current regulations. Maintain confidentiality of current, past, and potential members and their personal and financial information. All employees shall be trained annually in BSA/AML compliance.