Job Title:	Member Service Rep.	Reports To:	Branch Manager
Department:	Operations	FLSA Status:	Non-Exempt
Location:	Assigned Branch	Travel Req:	N/A
Salary:	$15+	Position Type:	Full Time
Approved By:	HR	Last Updated:	2026

Job Summary: A Member Service Representative, or Teller, is responsible for interacting with members who wish to perform cash transactions or utilize other services. The MSR is also responsible for greeting members, helping and following standard operating procedures.

Job Responsibilities:

- Complete every transaction efficiently with little to no posting errors.
- 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 with every in/out cash transaction.
- Cross sell products and services that would benefit the member and contribute to the growth of the credit union.
- Work within a group/team-oriented environment.
- Always be courteous and polite to members and other employees.
- Can be responsible for closing loans, opening new accounts, and/or accepting loan applications.
- Participate in annual compliance training.
- Maintain confidentiality of current, past, and potential members of their personal and financial information.
- Other duties as assigned by Supervisor, including temporarily covering other branches.

Qualifications:

- High School diploma or equivalent required.
- Sales focused and goal oriented.
- Cash handling and customer service experience.
- Administrative writing skills, Microsoft Office, organizational skills, and verbal communication skills.

Physical Demands and Physical Surroundings:

- **Sedentary:** exerts up to 10lbs of force occasionally and/or may have to lift, carry, push, pull or otherwise move objects up to 10 lbs. Involves sitting most of the time, but may involve walking or standing for brief periods of time.
- **Hearing:** Ability to receive detailed communication through oral communication.
- **Reaching:** Extending hand(s) or arm(s) in any direction.
- **Talking:** Expressing or exchanging ideas by means of spoken word. Talking is important for those activities in which workers must impart oral communication to clients or to the public, and 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.

Compliance:

To comply with all Federal, State, and local regulations including but not limited to: The Bank Secrecy Act (BSA), Anti-Money Laundering Act (AML), and the Customer Identification Program (CIP).