

First Community Credit Union

JOB POSTING

POSITION TITLE: Member Service Representative

POSITION SUMMARY

Provide prompt, efficient and friendly service to members when processing financial transactions; respond timely to member inquires and requests; and seek out cross-sell opportunities based on member needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Enthusiastically support the Credit Union's focus on member sales and service. Establish and build relationships with members by providing prompt, friendly service. Actively seek out cross-sell opportunities and promote products and services based on member needs.
 2. Perform routine member transactions, including but not limited to deposits, withdrawals, loan payments, transfers, cash advances, credit card advances, check cashing, money orders; and placing holds on drafts.
 3. Maintain accurate cash counts in accordance with the Credit Union's balancing standards. Count, verify and package cash and coin. Ensure cash and other negotiable instruments are handled properly.
 4. Perform activities related to processing the night deposit, mail items, stop payments, scanning checks, safe deposit boxes and some certificate of deposit requests.
 5. Update and maintain proper member account information in computer system as well as membership and agreement files.
 6. Develop and maintain basic knowledge of retail deposit products, services and personal account ownership.
 7. Exercise awareness in regard to suspicious activity or fraudulent behavior as it relates to cash transactions and overall transaction activity. Document and prepare SAR, as appropriate.
 8. Respond to member in-person and telephone inquiries, requests, and problems, taking ownership to resolve issues within given authority in a timely manner in accordance with member expectations and in compliance with operational and compliance procedures.
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EDUCATIONAL/EXPERIENCE REQUIREMENTS

EDUCATION/CERTIFICATION:

- High school diploma or equivalent.

EXPERIENCE REQUIRED:

- Six months of customer service experience.
- Previous cash handling experience.
- Experience in sales or promoting products and/or services.