

CENCAP FEDERAL CREDIT UNION

Position Description Member Service Representative 1 Part-Time

Classification

Non-Exempt

Reports to

Branch Supervisor

Supervises

None

JOB DESCRIPTION

Summary/Objective

Deliver quality member service while accurately performing a wide range of transactional duties such as: deposits, withdrawals, loan payments, bank checks, money orders, visa credit card advances, account transfers & coin deposits. Identify and promote credit union services that will strengthen the members' relationship with the credit union. Provide Clerical duties for the Loan and EFT Departments.

Essential Functions

1. Represent the credit union to the members in a courteous and professional manner, providing prompt, efficient and accurate service.
2. Balance cash drawer daily. Notifying the Teller Supervisor immediately if a discrepancy is found.
3. Maintain an up to date and comprehensive knowledge of credit union products and services.
4. Cross Sell credit union products and services to enhance the members' relationship with the credit union.
5. Maintain an up to date and comprehensive knowledge on all related policies and procedures, rules and regulations for the teller area including BSA compliance and robbery procedures.
6. Answer credit union phone calls promptly, professionally and efficiently.

7. Ensure the teller stations and printers are properly stocked and in working order.
8. Clean and balance coin machine including lifting coin bags to vault.
9. Ability to work in other branches as needed.
10. Ability to maintain confidential information that may or may not include member information, employee information and internal Credit Union activities that are not publicly disclosed.
11. Other related duties as assigned.

Competencies

1. Member Focus
2. Decision Making
3. Technical Capacity
4. Stress Management/Composure
5. Thoroughness
6. Proficient Communication

Required Education and Experience

1. High school diploma or equivalent.
2. Customer service experience.

Preferred Education and Experience

1. Previous cash handling experience is a plus.

Additional Eligibility Qualifications

2. Bi-lingual capabilities including Spanish are a plus.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This position requires manual dexterity, the ability to lift files and open filing cabinets. This position requires bending, stooping or standing, squatting as necessary. Ability to lift 35 pounds.

Travel

As needed amongst branches.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.