

CENCAP FEDERAL CREDIT UNION

Position Description

Member Service Representative 2 Full-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' relationships with the credit union. Open accounts and provide clerical duties for the Loan and EFT Departments. Assist Teller Supervisor in any projects or operational duties.

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. Assist other Tellers in balancing & help research and resolve any discrepancies while 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. Open new accounts proficiently and thoroughly educating the member in all products and services the credit union has to offer.
6. Be able to resolve minor member issues while escalating severe issues to Teller Supervisor or Branch Operations Coordinator.
7. 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.

8. Answer credit union phone calls promptly, professionally and efficiently.
9. Ensure the teller stations and printers are properly stocked and in working order.
10. Clean and balance coin machine including lifting coin bags to vault.
11. Assist Teller Supervisor and MRS's as needed.
12. Ability to work in other branches as needed.
13. Act as Assistant Teller Supervisor or Teller Supervisor if deemed necessary for a short period of time.
14. 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.
15. Other related duties as assigned.

Competencies

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

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, squatting or standing as necessary. Ability to lift 35 pounds.

Required Education and Experience

1. High school diploma or equivalent.
2. Customer service experience required.
3. Cash handling experience.

Additional Eligibility Qualifications

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

Travel

As needed amongst other 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.