



Job Title: Member Service Representative I/II (20 hours)

Member Service Representative I / II:

A Member Service Representative is the front line employee, serving as the first point of contact for USE Members. This individual proactively participates in the cross-selling of credit union products & services by establishing a professional rapport with members to assess their financial needs. Responsibilities include accepting cash & check deposits; accurately & efficiently processing withdrawals & cashing checks.

As a Member Service Representative I/II, you will:

- Greet and welcome members to the credit union in a courteous and professional manner, adhering to USE's Six-Star Guarantee, Core Values and Quality Service Basics
- Process cash and check deposit in accordance to credit union policies and procedures.
- Process withdrawal requests in accordance to credit union policies and procedures.
- Post loan payments and general ledger transactions.
- Answer the telephone, direct calls to the appropriate person and/or takes messages and quotes current USE savings rates and terms.
- Support sales efforts of credit union, generates referrals of credit union products and services and opens new accounts at the teller window as appropriate.
- Provide an unbeatable service experience and adheres to the credit union's quality service standards.
- Process member telephone transfers, check requests, mail, email, night drop and quick drop transactions.
- Assist with verifications and audits as needed.
- Perform file maintenance as requested.
- Balance cash drawer in required time frame.
- Solve member inquiries and/or complaints.
- Work efficiently with team members to reach branch goals and maintain branch profitability.
- Remain up-to-date and knowledgeable on credit union products, services, and related policies, procedure, rules and regulations.
- Protect the credit union member assets by identifying all members when transacting business and giving information, adhering to security practices.
- Adhere to company policy and procedure, complete annual compliance training, comply with business continuity and vendor management policy. These are crucial to the success of the organization and have regulatory compliance and/or safety and soundness for the sustainability of the credit union.

As an ideal candidate, you will have:

- Minimum of 6 months – 1 year customer service/sales skills is required.
- Minimum of 1 year related experience and/or training.
- Banking and/or credit union experience preferred.
- Previous sales and customer service experience required.
- Must have strong cash handling, sales and customer service skills.
- Ability to sell products and services effectively and meet goals.
- Ability to build & maintain relationships with internal and external members.
- Must be able to multi-task & be detailed oriented.
- Ability to communicate effectively in both written and oral form.
- Must be able to work branch operational hours.