

Job details

Full Job Description

POSITION: Member Services Representative

REPORTS TO: MANAGEMENT and Operations Manager

Benefits:

- Medical, Dental and Vision
- 401K, 100% Vested once enrolled!
- Paid vacation and sick leave!
- Paid holidays!
- No weekend hours!

Bilingual preferred!

Salary commensurate with experience!

Basic Responsibilities:

This position functions as a liaison between the members and the Credit Union. Interviews existing and potential members in person or by telephone, and explains services, products. Identifies members needs and actively cross sells Credit Union services and products in a courteous and professional manner.

Essential Functions:

- Opens new accounts and cross sells additional services. Prepares all paperwork and data input accurately and assists the member with the signing of documents necessary to open new accounts.
- Reviews credit reports identifying opportunities to cross sell Credit Union products and services.
- Work up all loan requests within established guidelines using sound judgment.
- Explains and completes all documents for various services such as direct deposit, ACH origination, and debit cards.
- Demonstrates and trains members on the use of online banking and bill payment.
- Educates members on appropriate way to handle credit.
- Willingness to expand his/her knowledge of organizational and departmental needs and requirements. Participate in the development and realization of organizational goals and objectives in accordance with established deadlines.
- Initiative to seek out training and educational programs as assigned by management.
- The ability to handle multiple tasks accurately.
- Must maintain confidentiality.
- Other duties as assigned.

Specific Requirements:

- The ability to remain calm in all situations.
- Ability to set work priorities and make effective decisions.
- Effectively defuse member complaints and offer resolutions consistent with Credit Union philosophy.
- Excellent communication skills.

Skills and Abilities Required:

Education: High school/GED required

Experience: member service area of a financial institution, preferably a Credit Union.

Skills: The ability to make sound decisions following established guidelines.

Skilled in the use of computers, and various software programs.

Job Type: Full-time

Pay: Starting at \$15.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Health insurance
- Paid time off
- Vision insurance

Physical Setting:

- Office

Schedule:

- 8-hour shift
- Monday to Friday

Work Location:

- One location

Work Remotely:

- No