

# Alabama Law Enforcement Credit Union **VACANCY ANNOUNCEMENT**

## **Member Service Specialist (Full-Time)**

**Job Summary:** Provide account information by phone or in person, as well as information on the full range of credit union products and services. Maintain current knowledge of all credit union's services and policies. Informs members on interest rates and cross-sell services offered at the credit union. Open new share accounts and certificates. Assist members in the completion of Individual Retirement Account. Provide comprehensive, prompt, accurate, and efficient member transactions. Receive share drafts/checks for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and accurately enter deposits into computer records. Process withdrawals from accounts. Process new account information including ordering checks, ATM cards, checking for appropriate signatures, etc. Assist members in closing accounts. Assist members with discrepancies and complaints. Make corrections and refunds on accounts, if necessary.

Perform clerical duties involving electronic funds transfers (ETF) and automated clearing house (ACH) functions in a timely, accurate manner that provides members with quality service. Reconcile accounts in accordance with credit union policies and procedures.

Assist members in all aspects of the credit union's savings products and services such as certificates of deposit, IRAs, money market accounts, and all other savings products.

Provide primary or backup duty on functions as assigned.

Cross-sell all products and services offered by the credit union.

### **Qualifications:**

- High school diploma or equivalent.
- At least six months experience as a Teller at a financial institution or two years retail service and sales experience.
- Cash handling or payment transactions and client facing experience preferred.
- Basic math and numeric sequencing aptitude.
- Willing and able to follow instructions and work under established guidelines.
- Knowledge of credit union or bank products, policies and procedures.

### **Benefits:**

Health, dental, paid time off, 10 paid holidays, 401K (with match), LTD, life insurance.

**How to Apply: Interested candidates who meet position requirements should contact: LaVelle Noblitt; email: Lnoblitt@allecu.org, Phone: 205.583.4632; Fax: 205.583.4131**

**Equal Employment Opportunity (EEO)**

The Tuscaloosa VA Federal Credit Union provides equal employment opportunity to qualified persons regardless of race, color, sex, religion, national origin, age, sexual orientation, gender identity, disability, veteran status, or other categories protected by law.