

Job Title	Member Service Representative
Short Description	Assess needs and provide assistance to members in person and by phone promptly, professionally, and accurately. Create and schedule/distribute marketing content to promote Credit Union announcements, products, and services.
Full Description	<p>Required Skills and Abilities</p> <ul style="list-style-type: none"> • Must possess member service skills and ability to work well within a group setting; • Proficient with Microsoft Office including Outlook, Excel, and Word; • Have a strong understanding of credit union operations, including teller functions; • Excellent interpersonal skills, written and verbal communication skills; • Be attentive to detail; • Able to manage time and make decisions; • Have a positive and energetic attitude; • Ability to work independently with minimal supervision; • Display initiative and organizational skills; • Acceptable credit and background check required. <p>Major Duties and Responsibilities:</p> <ul style="list-style-type: none"> • Answer Phones <ul style="list-style-type: none"> o Provide account information to members, such as balances, check clearings, deposit verifications, statement information, etc.; o Provide savings and loan rate information and other service information; o Conduct transactions, explain membership eligibility, and provide information about products and services including e-service and debit card inquiries, online and mobile banking, and bill payment applications, requests for address changes, funds transfer, and order checks; o Complete and verify wire transfers; • Open accounts; • Fill in on the teller line or reception desk, as needed; • Print or order debit cards, as needed; • Conduct IRA transactions including opening/closing accounts, posting distributions, etc.; • Reconcile GLs daily; • Notary; • Load and balance ATMs, as needed; • Perform marketing duties, including: <ul style="list-style-type: none"> o Updating website; o Creating and scheduling posts for social media; o Creating monthly e-newsletter and semi-annual print newsletter; • Support the Assistant Operations Manager as back-up for duties including: <ul style="list-style-type: none"> o Debit and credit card reconciling; o Processing fraud cases; o Processing payroll files for loan distributions.
Education	<ul style="list-style-type: none"> • High school diploma or GED, required; • Two years of teller experience, preferred.
Additional Comments	

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Expiration Date	09/30/2022