

Delta Community Credit Union

Member Service Agent Hybrid – Various Locations

Locations Included: Midtown, Coweta Crossroads, Newnan and Decatur

Job Description

The Member Service Hybrid Agent (MSAH) will possess detailed product and credit report knowledge. S/he will provide a high level of service to our members, demonstrated through high quality sales performance measurements and high member satisfaction ratings. In addition to high sales numbers, s/he must equally provide expert and useful counseling to members. S/he will take advantage of cross sales opportunities by possessing in depth product knowledge and anticipating and identifying the various needs of our members. Other responsibilities include processing various types of transactions including handling deposits, withdrawals and cashing various checks. In addition, they may process mortgage payments, loan payments as well as issue gift, cashiers, and traveler's checks.

The position requires sound knowledge and understanding of deposit and new membership account practices as well as general knowledge of consumer loan process. S/he must possess good organizational skills, be detail oriented, have a positive attitude, be a proactive problem solver, and be creative. S/he serves as a role model in fostering teamwork. Extended hours during the week and Saturdays are required. Practices safety conscious behaviors in all operational processes and procedures.

Essential Functions:

- Ensure that Delta Community Credit Union maintains a good image through good customer relations by handling account entries with a high level of accuracy
- Provide superior service to members and guest members.
- Must be detailed oriented.
- Possess strong interpersonal and communication skills.
- Must have strong organizational and time management skills.
- Educates members' on emerging bank technology and digital solutions such as mobile, online, and ATM to make their banking experience easier.
- Identify financial needs and promote, recommend, refer and cross-sell products and services.
- Respond and resolve concerns by partnering with the member.
- Process consumer loan applications, including reviewing, analyzing applications and supporting documents.
- Open and close accounts.
- General knowledge of IRA products.
- Identify and report fraudulent activity.
- May be responsible for daily branch balance reporting.
- Process and balance various types of monetary transactions including deposits, withdrawals, and cashing checks.
- Maintain security of cash drawer, negotiable instruments and credit union documents to ensure confidentiality of members' accounts to protect members and Delta Community Credit Union.

- Complete Shared Branching, loan payments, mortgage payments, as well as issue gift, cashiers, and traveler's checks requests.
- Receive mortgage and loan payments.
- Meet balancing standards consistently.
- Maintain high level of accuracy and security.
- Develop and maintain credit union relationships.
- Demonstrate knowledge of Delta Community Credit Union products and services.
- Flexible in daily work schedule and relieving multiple branch office in the Atlanta area.

Other

- This description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.
- This job description is subject to change at any time.

Job Qualifications

Required Minimum Qualifications:

- High School diploma or equivalent.
- 1+ years' of customer service and/or sales experience.
- 6+ months cash handling experience.
- Ability to perform mathematical calculations and work accurately with numbers.
- Comfortable working with little to no supervision in fast-paced environment.
- Must be able to sit/stand approximately 8 hours a day.
- Must be flexible in relieving multiple branch offices and willing to work Saturdays.
- Complies with all Credit Union policies and procedures including those related to Bank Secrecy Act regulations.

Preferred Qualifications:

- Associates degree in finance or related field.
- 1+ years' teller experience.
- 1+ years' of credit union or financial services experience.
- 1+ years' loan experience.
- Bilingual Spanish Speaking.
- Symitar experience.
- Knowledge of Delta Community Credit Union policies and procedures.

Employee benefits include:

- Medical, Dental and Vision Coverage
- Voluntary Insurance Coverage
- 401(k) Plan with Company Match
- Vacation, Holidays and Personal Time Off
- Discount on Gym Membership

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<https://deltacommunitycu.csod.com/ux/ats/careersite/13/home/requisition/1722?c=deltacommunitycu>