

Job Title	Member Services Associate
Short Description	Position serves as the first point of contact for Excel Federal Credit for members, non-members and potential members that visit in person or via phone. Position also serves as administrative support for Member Engagement Manager and handling front desk activities including distribution of correspondence and redirecting phone calls.
Full Description	<p>DUTIES AND RESPONSIBILITIES:</p> <ul style="list-style-type: none"> • Professionally greet and assist members/non-members/potential members in person and via phone. • Appropriately answer and direct incoming calls. • Perform account file maintenance for daily reports as assigned. • Receive, sort, and distribute all incoming mail and deliveries. Collect and prepare outgoing mail for credit union. • Assists in account research and member follow-up as assigned. • Basic (non-cash) teller transactions as assigned • To meet or exceed operational and organizational objectives. To assist staff to do the same by recognizing opportunities to cross-sell or refer business to the sales team. • Maintains inventory of related member engagement supplies. • Complete all assignments and assigned staff training on or before the deadline. • Performs other duties as assigned by Member Engagement Manager. <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • 1 year of similar or customer service-related work experience required • Excellent people skills including a positive, pleasant, courteous, and professional demeanor. • Excellent listening skills • Excellent written, verbal, and telephone communication skills

- Ability to maintain confidentiality
- Ability to effectively multitask, while staying organized and maintaining good time management.
- Strong attention to detail, focusing on accuracy and quality of work
- Proficiency with computer equipment (printer, scanner, fax, postage machine) and working knowledge of Microsoft Word, Excel, Outlook
- Good decision making skills
- Maintain current knowledge of the credit union's member service policies and procedures
- GA notary public a plus
- Bilingual a plus
- Must have reliable transportation to get to Peachtree Corners Branch

Education	A high school education or GED
Additional Comments	Physical Requirements: <ul style="list-style-type: none"> • Required job duties are essentially sedentary work consisting of occasional walking, standing, and lifting/carrying up to ten pounds.
Credit Union	Excel Federal Credit Union
State	Georgia
Contact Name	Alisha Trotman
Email	alishat@excelfcu.org
Phone	770-441-9235
Fax	
Expiration Date	03/15/2024