



## **JOB DESCRIPTION: MSR I**

CLASSIFICATION: NON-EXEMPT

REPORTS TO: ASSISTANT MANAGER

### **SUMMARY**

The primary responsibilities of a Member Service Representative are to assist members with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner. Maintain branch surroundings that reflect the Credit Union's commitment to provide a friendly, respectful, courteous and professional business environment for all Credit Union members. Contribute to member satisfaction and retention. Expand member's relationships by identifying and meeting members' needs by effectively cross-selling all Credit Union products and services. Provide accurate routine member transactions in accordance with Credit Union policy. Provide routine information on Credit Union services or policies.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide high priority to member satisfaction; act in accordance with Health Credit Union's service expectations.
- Report to work on time, as scheduled and abide by Health Credit Union's Personnel Policy concerning attendance.
- Perform routine member transactions including: deposits, withdrawals, cash advances, loan payments, transfers and check cashing. Sell money orders, cashier's checks, and gift cards. Perform Shared Branching transactions. Accept requests for stop payments, wire transfers, perform file maintenance on accounts, order debit/credit cards and various other items. Provide members statements and check copies. Provide accurate accounting of transactions by balancing and preparing daily balance sheet.
- Provide routine information on Credit Union services or policies, including eligibility for membership, types of Credit Union accounts, various interest rates, current dividend rates, locations, office hours and telephone numbers.
- Provide members with account status information, including current balances and loan pay-offs. Assist members with statement reconciliation.
- Provide excellent member service by assisting members to resolve discrepancies and grievances. Communicate effectively and courteously in all situations.

- Be knowledgeable in Credit Union products and services in order to assist member in meeting their financial needs.
- Provide members with loan applications and any other forms necessary to transact business with the Credit Union. Accept various completed loan applications.
- Assist with branch balancing and calculating the end-of-day totals.
- Stay current with operational changes, regulations and required training.
- Performs additional duties as assigned.

### **EDUCATION/EXPERIENCE REQUIRED**

High School Diploma or GED equivalent. One-year experience in a service-oriented capacity and cash handling preferred. Sales experience preferred.

### **ADDITIONAL COMMENTS**

Any equivalent combination of education and experience which provides the knowledge, skills, and abilities required to perform the job.

### **LICENSE OR CERTIFICATE**

Must be bondable.

*Health Credit Union is committed to all moral and legal requisites of equal employment opportunity. Therefore, qualified applicants for employment shall receive consideration without discrimination, regardless of their sex, marital status/civil union domestic partner status, race, color, religion, national origin, age, sexual orientation, gender identity or expression, political ideology, physical or mental disability, veteran status, or because he or she is a disabled veteran, except where a bona fide occupational qualification exists, or any other protected activity or status. Health Credit Union is an Equal Opportunity Employer.*

***Interested candidates should email their resume to [jdavis@healthcu.com](mailto:jdavis@healthcu.com)***