

JOB ATTRIBUTES

MUTUAL SAVINGS CREDIT UNION MEMBER SERVICE REPRESENTATIVE

Requisition Number: GAS20004369

Mutual Savings Credit Union | Georgia-Metro Atlanta-Atlanta

Travel (Up to...): No

Work Location(s): GLR Corporate Office - 10 Peachtree Place NE Atlanta 30309

Employee Status: Regular

Job Type: Standard

DESCRIPTION

Mutual Savings Credit Union was established in 1933 by eight Atlanta Gas Light Company employees who pooled their funds together to establish the Credit Union.

Over eighty years later, Mutual Savings now serves more than 6,000 members and manages over \$70 million in assets. We pride ourselves in helping our members afford life.

Mutual Savings Credit Union serving Southern Company Gas and subsidiaries seeks a full time Member Service Representatives for our branch in the midtown Atlanta area. Must be professional, customer service oriented with excellent communication skills; both in person and over the phone. Cash handling and phone experience a plus; branch banking/teller experience is preferred, along with a high school diploma or equivalent. An associate college degree or higher is preferred. Offering a competitive hourly rate, extensive benefits including 401k matching plan and medical/dental insurance. Monday – Friday hours between 8:00am – 4:30pm. Qualified applicants apply

JOB RESPONSIBILITIES & ACCOUNTABILITIES BY COMPETENCY

Functional Expertise:

- Perform routine member transactions via telephone or in person, including but not limited to deposits, withdrawals, cash advances, loan payments, loan advances, transfers, check cashing, cashier's checks, traveler's checks, and money orders.
- Set up and order ATM and Debit cards.
- Open and close member accounts, including savings, optional accounts, and share draft accounts and perform necessary file maintenance of computer system.
- Open and distribute incoming mail.

Business Acumen:

- Balance cash drawer and teller totals daily to end of day reports daily.
- Answer questions and resolve member problems by listening, collecting data, securing answers, and reporting results to the inquiring party. Assist members with bookkeeping and checking account problems.

Engagement:

- Greet members and answer telephones in a courteous and professional manner while providing prompt, accurate and efficient member transactions.
- Explain and promote the credit unions products and services to assist members with their individual needs.

- Promote and establish strong, positive, and productive working relationships at all levels within the organization.

Driving Results:

- Maintain up-to-date and comprehensive knowledge on all credit unions products and services that are handled or promoted by the Member Service Representatives
- Maintain up-to-date and comprehensive knowledge on all related policies, procedures and regulations that pertain to the Member Service Represented job.

QUALIFICATIONS

Education, Certifications/Licenses:

Required:

- High School diploma or equivalent

Preferred:

- Associate college degree or higher

Related Work Experience:

Preferred:

- Cash handling and phone experience; Prior member service experience/cash handling experience
- Applicant may possess a combination of equivalent education and work experience.

Specific Skills & Knowledge:

Required:

- Excellent communication skills both in person and on the phone, accuracy and attention to detail, ability to be a team player and contribute to a team environment.

Preferred:

- Sales and service skills, relevant computer skills

Working Conditions/Physical Requirements:

- Light lifting

Disclaimer:

This information describes the general nature and level of work performed by employees in this job. The description is not designed to be a comprehensive inventory of duties, responsibilities and qualifications required in the job. Reasonable accommodations may be made to qualified disabled individuals for performance of essential duties and responsibilities

Southern Company Gas provides for the energy needs of millions of U.S. households and businesses. As the largest natural gas-only distribution company in the United States, with more than 150 years of history behind us, we're working to ensure that Americans have access to an abundant, safely delivered supply of natural gas for decades to come. We offer our customers a wide range of energy services under

one umbrella: seven regulated utilities as well as non-regulated businesses that offer retail, wholesale and storage services.

Southern Company (NYSE: SO) is America's premier energy company, with **46,000 megawatts** of generating capacity and 1,500 billion cubic feet of combined natural gas consumption and throughput volume serving **9 million customers through its subsidiaries**. The company provides clean, safe, reliable and affordable energy through **electric operating companies in four states, natural gas distribution companies in seven states, a competitive generation company serving wholesale customers across America and a nationally recognized provider of customized energy solutions, as well as fiber optics and wireless communications**. Southern Company brands are known for excellent customer service, high reliability and affordable prices that are below the national average. Through an industry-leading commitment to innovation, Southern Company and its subsidiaries are inventing America's energy future by developing the full portfolio of energy resources, including carbon-free nuclear, 21st century coal, natural gas, renewables and energy efficiency, and creating new products and services for the benefit of customers. Southern Company has been named by the U.S. Department of Defense and G.I. Jobs magazine as a top military employer, recognized among the Top 50 Companies for Diversity by DiversityInc, listed by Black Enterprise magazine as one of the 40 Best Companies for Diversity and designated a Top Employer for Hispanics by Hispanic Network. The company has earned a National Award of Nuclear Science and History from the National Atomic Museum Foundation for its leadership and commitment to nuclear development and is continually ranked among the top energy companies in Fortune's annual *World's Most Admired Electric and Gas Utility* rankings. Visit our website at www.southerncompany.com.

Southern Company is an equal opportunity employer where an applicant's qualifications are considered without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis prohibited by law.

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