

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 – 5:00pm. Qualified applicants apply.

JOB RESPONSIBILITIES & ACCOUNTABILITIES BY COMPETENCY

Functional Expertise:

- Perform routine member transactions via in person or telephone, including but not limited to deposits, withdrawals, cash advances, loan payments, transfers, check cashing, cashier's checks, gift cards, money orders, and placing debit card and check orders.
- Open and close member accounts, including savings, optional accounts, share drafts, and money market accounts, and perform necessary file maintenance of computer system.
- Set up and order ATM and Debit cards.
- Review and approve Mobile Deposits and balance ATM machine.
- Update member information changes in the core system as necessary, collect and maintain proper documentation and process returned 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 account and debit card issues.

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 and promoted by Member Service Representatives.
- Maintain up-to-date and comprehensive knowledge on all related policies, procedures and regulations that pertain to the Member Service Representative role.

QUALIFICATIONS**Education, Certifications/Licenses:**
Required:

- High School diploma or equivalent

Preferred:

- Associate college degree or higher

Related Work Experience:
Required:

- Cash handling and phone experience Prior member service experience/cash handling experience

Preferred:

- Prior member service experience/cash handling experience / cash handling experience; financial institution 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:

- Good computer skills, strong numerical ability, willing to learn new tasks and ability to adapt to changes and new responsibilities.

Working Conditions/Physical Requirements:

- Light lifting, On-Site Core Branch Hours M-F 8-5

To Apply Follow the Below Steps:

- 1) Click the following link: [Job | Southern Company](#)
- 2) Create a profile
- 3) Apply for the Member Services Rep I

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 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.