

## Northeast Alabama Postal Employees Federal Credit Union (Anniston, AL)

### Job Description

#### Member Service Representative/Teller

Summary: The Member Service Representative serves as a resource within the credit union for new and existing member account and loan needs. Includes assessment of needs and provision of assistance to members in person and by phone promptly, professionally, and accurately.

#### Formal Education Required/Preferred:

High School Diploma/GED (req'd)

Two (2) years of Teller Experience (pref'd)

Job Requirements: Possess member service skills and ability to work well within a group setting; have strong understanding of credit union operations, including teller functions; display excellent interpersonal, written and verbal communication skills; maintain attention to detail; manage time and make decisions; maintain a positive and energetic attitude; display initiative and organizational skills; pass acceptable credit and background checks.

Other Considerations: Must be bondable and NMLS licensable for fulfillment of mortgage loans.

#### Specific Job Functions:

As a member service representative working in a small credit union, the MSR has a unique opportunity to gain a working knowledge of the entire credit union. The MSR will be performing a variety of job functions that include, but are not limited to:

- Assisting members, in person or via telephone, in a courteous and professional manner
- Preparing loan documents for review
- Processing daily member transactions in computer system
- Performing account maintenance and updates as needed
- Various clerical tasks, including receptionist duties
- Following all laws, rules and regulations that govern the credit union
- Complete required training and continuing education
- Follow all established credit union policies and procedures
- Teller responsibilities
- Complete other duties as assigned

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Equipment or Technology Used:

Calculator, Computer, Microsoft Excel, Word, Outlook, familiarity with Cubicsplus/Portico software.

Disclaimer

This job description is not intended to be, nor should it be construed as, a contract for employment. Northeast Alabama Postal Employees Federal Credit Union makes no guarantee of permanent employment. This job description is to be used as a guideline to promote understanding of what the credit union has defined this position to be. This is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

July 2022 (updated)