

Job Title	Member Service Representative
Short Description	Under general supervision and in accordance with established policies, procedures and state and federal laws and regulations, provides product, service, account, and fee information to current and prospective members. Processes transactions and opens new accounts and loans. Responds to consumer questions and resolves routine issues. Contributes to branch and organizational goals. May provide coverage to other branch locations as needed.
Full Description	<p>Responsibilities:</p> <ul style="list-style-type: none"> • Provides excellent member service in person, by phone and in written correspondence. • Performs teller and member service inquiries, transactions and account maintenance accurately and in accordance with established policies, procedures and performance standards. • Handles all branch matters within scope of authority, escalates issues as needed, and resolves and tracks member issues and open items until resolved. • Recommends credit union products, services and promotions that best meet members' financial needs in support of credit union and branch cross-selling initiatives. • Responsible for meeting or assisting in meeting individual/branch goals. • Responsible for processing, closing and disbursing loans. • Maintains a working knowledge of all credit union products and services, organizational policies and procedures, and state and federal regulations related to credit union operations. Responsible for maintaining knowledge and understanding current trends, laws, issues and best practices affecting area of expertise. Employee is required annual BSA/OFAC/AML Compliance Training and must maintain a working knowledge and understanding regarding the employee's role in complying with BSA/AML/OFAC policies and procedures. • Effectively communicates with management, coworkers and members. • Observes internal controls, confidentiality and security of all Credit Union, member and employee information, and adheres to the highest level of business ethics and discretion. • Is security conscious, takes pride in branch appearance and keeps work areas neat and clean. • Supports a team oriented environment in the workplace and represents the Credit Union, Board of Directors and Management team in the best possible light at all times. • Participates in job-related training and employee and departmental meetings as required. • Assists in special projects and performs other duties as assigned. <p>Required Skills and Qualifications:</p> <ul style="list-style-type: none"> • A positive, motivated and adaptable person with initiative, aptitude and willingness to learn. • Previous customer/member service, lending and Managerial experience strongly preferred. • Excellent written, verbal and interpersonal communication skills. • Attention to detail, accuracy, efficiency, above average math and

cash handling/teller skills.

- Excellent organization, prioritization and time management skills.
- Strong people skills, high level of confidentiality and problem resolution skills.
- Proficiency in Microsoft applications (Word, Excel, Outlook), web browsing and general office equipment. Cash counting and use of computer equipment requires repetitive key strokes and manual dexterity.
- Must be able to sit or stand for extended time periods, lift up to 25 pounds, bend and stretch.
- Must be able to read, write, speak English. (Bilingual skills are helpful but not required.)

Education

Education and Other Requirements: • High school diploma or equivalent is required (Associate degree in a business related field and from an accredited university is preferred). • At least two years' of financial institution experience, one year of lending experience, one year of Manager experience and cash handling/teller experience preferred. • Credit Union experience and proficiency in Jack Henry financial services programs (i.e.: Episys, Document Manager, etc.) a plus. • Equivalent combination of education, skills, qualifications and experience will be considered. • All applicants must have a clean criminal background and credit check.

Additional Comments

Full-time position

Pay: \$15 - \$20 per hour

Please submit your resume to humanresources@pinellasfcu.org

Credit Union

Pinellas Federal Credit Union

State

Florida

Contact Name

Michelle Laber

Email

humanresources@pinellasfcu.org

Phone

727-586-4422

Fax

Expiration Date

02/12/2021