

Job Title/Position: **MEMBER SERVICE REPRESENTATIVE I**

Scheduled Shift: Variable

Monday through Friday 7:30 – 6:00

Classification: Non-Exempt

Saturday 8:30 to 1:00

Under direct supervision of the Branch Manager, a Member Service Representative I (MSR I) will provide accurate, prompt, efficient and courteous service to credit union members while processing transactions and answering member inquiries via telephone, in-person, and email correspondence. MSR I's will also be responsible for receiving and processing membership applications via in-person, internet, mail, or SEG groups

As an MSR I, your main responsibilities may include the following:

- Performing member transactions (check cashing, deposits, withdrawals, loan payments, advances)
- Cash handling and cash drawer balancing
- Selling travelers checks, money orders, US savings bonds, gift cards, and other items
- Processing mail transactions and request
- Providing clerical services as needed (filing, labeling, cleaning, etc)
- Opening new accounts and servicing existing accounts.
- Assisting members with the proper completion of payroll deduction and direct deposit cards.
- Setting up new account files, and providing members with all necessary information for membership.
- Processing requests from members for transfers of shares to loan payments, share withdrawals, check requests, CD and IRA transactions, line of credit advances, and any other request received from members.
- Research accounts for deposit, withdrawal, and loan payment discrepancies.
- Providing answers to member inquiries via telephone, email, mail, and other correspondence.
- Cross-telling Empower Credit Union's products and services.
- Performing other duties as assigned by your direct supervisor or management.

Job Requirements:

- Must have good written and oral communication skills
- Must have excellent customer service skills
- Must have excellent cash handling experience
- Previous teller experience preferred
- Enjoy extensive public contact and assisting people with problems and finding solutions to their needs
- Ability to exhibit composure, patience and poise when dealing with difficult situations involving Members and/or co-workers
- Must be able to maintain a professional and courteous attitude with all people including fellow employees, members, management staff, board of directors and outside vendors
- Maintain the security of the work area and any information regarding the credit union and its members.
- Must be bondable

