

EMPOWER

ESTD CREDIT UNION 1914

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

Scheduled Shift: Variable

Classification: Non-Exempt

Monday through Friday 7:30 – 6:00

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 completing transactions and documentation for deposits, withdrawals, loan payments, and transfers of funds.

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 request for Corporate and Cashier's checks
- Providing answers to member inquiries via telephone, email, mail, and other correspondence
- Processing mail transactions and request
- Cross-selling Empower Credit Union's products and Services
- Providing clerical services as needed (filing, labeling, cleaning, etc)
- Assisting Member Advisors in the account opening process
- 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.