



Genesee Valley Federal Credit Union Job Descriptions

Job Title: Member Service Representative II (MSR 2)

Reports to: Branch Manager

Position Summary: This position provides in person and telephone member support as well as handling frontline transactions in member's accounts.

Primary Duties and Responsibilities:

- Provide members with exceptional service while living up to GVFCU core values and mission statement.
- Receive member's checks and cash for deposit, verify amounts and check accuracy of deposit slips.
- Cash member's checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree and that accounts have sufficient funds.
- Accept and disburse cash, accurately move funds within member's accounts.
- Process drive through transactions.
- Balance cash drawer including currency, coin and checks.
- Provide members with account, product and service information in response to inquiries.
- Prepare and process incoming and outgoing wire transfers, foreign drafts and accept and verify transactions.
- Ensure member transactions are complete and accurate.
- Input, update and maintain member records and files on GVFCU's core processing system.
- Process and follow up on new check orders, debit card orders etc.
- Maintain and provide updates to member's information as requested.
- Resolve member problems in an accurate and timely manner to ensure quality service and member retention.
- Research, analyze, and resolve operational problems on member accounts and provide solutions with various GVFCU products and services.
- Explain, promote and/or sell GVFCU products and services to members. Refer members to an FSR for additional sales opportunities.
- Greet guests and members, provide general direction and determine appropriate area of service.
- Provide excellent communication through a variety of methods including e-mail, letter, phone and fax.
- Interact and support staff of Credit Union.
- Assist with additional front end duties.
- Perform administrative tasks as assigned.



- Understand and adhere to the Bank's *Bank Secrecy Act* policy and procedures and "know your customer/enhanced due diligence" guidelines.
- Train and mentor new hires and coach current employees.
- Follow all Credit Union policies and procedures to ensure compliance with all laws and regulations.
- Performs other duties as assigned.

Skills:

- Exceptional interpersonal, customer service and sales skills.
- Effective communication skills.
- Strong mathematical skills.
- Proficient with Microsoft Office Suite or related software program.
- Analytical, organizational and problem-solving skills.

Education and Experience:

- High School Diploma or equivalent is required.
- Prior experience in banking or credit unions required.
- Prior customer service experience required.

Physical Requirements:

- Able to regularly sit or stand for prolonged periods of time.
- Extensive computer usage is required.
- Moderate phone usage is required.
- Able to lift up to a minimum of 25lbs.