

Member Service Representative II (MSR 2)

Job Description

General Description

Summary:

This is a teller position for the Credit Union interacting daily with: walk in members, phone calls with members, and handling frontline transactions in members accounts. This position is the 'face' of our Credit Union, as you are the individuals who interact the most with our membership.

Principal Duties:

Primary functions include accepting/disbursing cash, moving funds within member accounts, members writing checks, communicating with members via email, letter, phone, or fax, handling drive through transactions, balancing cash drawer, assists with front end duties, and interacts with entire staff of Credit Union. Engage in rapport building and conversations with members to refer members to an FSR for additional sales opportunities.

Additional responsibilities above and beyond a MSR I include maintenance and updates to members information as requested.

Reports to:

This position reports directly to:

Branch Manager

Requirements

Working Conditions:

Able to regularly sit or stand for prolonged periods of time.

Extensive computer usage is required.

Moderate phone usage is required.

Able to lift a minimum of 25lbs.

Training / Experience :

High School Diploma or GED

Prior customer service experience required.

Prior experience in banking or credit unions required.

Performance Guidelines

Guidelines:

- Provide members with exceptional service while living up to GVFCU core values and mission statement.
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- Provide members with account, product and service information in response to inquiries.
- Resolve problems in an accurate and timely manner to ensure quality service and high member retention.
- Research, analyze and resolve operational problems on member accounts and provide solutions with various GVFCU products and services.
- Recognize selling opportunities and effectively cross-sell GVFCU products and services.
- Perform teller duties of processing, paying and receiving transactions, preparing and processing incoming and outgoing wire transfers, foreign drafts and accepts and verifies large merchant 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.
- Greet guests and members to provide general direction, and determine appropriate area of service.
- Perform administrative tasks as assigned.
- Understand and adhere to the Credit Unions Bank Secrecy Act policy and procedures and 'know your customer/enhanced due diligence' guidelines.
- Follow all Credit Union policies and procedures to ensure compliance with all laws and regulations.
- May perform other duties as assigned.