

# RECEPTIONIST/MEMBER SERVICE REPRESENTATIVE

## Job Description

Assess needs and provide assistance to members in person and by phone promptly, professionally, and accurately.

## Required Skills and Abilities

- Must possess member service skills and ability to work well within a group setting;
- Operational knowledge of Microsoft Office including Outlook, Excel, and Word;
- Develop a strong understanding of credit union operations, including teller functions;
- Excellent interpersonal skills, written and verbal communication skills;
- Be attentive to detail;
- Able to manage time and make decisions;
- Have a positive and energetic attitude;
- Ability to work independently with minimal supervision;
- Acceptable credit and background check required.

## Major Duties and Responsibilities:

- Answer Phones
  - Provide account information to members, such as balances, check clearings, deposit verifications, statement information, etc.;
  - Provide savings and loan rate information and other service information;
  - Conduct transactions, explain membership eligibility, and provide information about products and services including e-service and debit card inquiries, online and mobile banking, and bill payment applications, requests for address changes, funds transfer, and order checks;
  - Complete and verify wire transfers;
- Maintain CD files;
- Assess walk-in members' needs and direct them to the correct department;
- Prepare the monthly calendar and mail out to employees and board members;
- Fill in on the teller line, as needed;
- Order debit cards, as needed;
- Other miscellaneous tasks, as needed.

## Education/Experience

- High school diploma or GED, required