



Position Description

<u>Title</u> Full-Time MSR (Member Service Representative)	<u>Company</u> ARC Federal Credit Union
<u>Qualifications</u> High School Diploma Required Banking Experience Preferred Excellent verbal and written communication skills Customer/Member Service skills High attention to detail, accuracy, and thoroughness	
<u>Organizational Relationships</u> Responsible To: VP of Member Services Responsible For: N/A	

General Requirements

Process transactions accurately and efficiently in accordance with established policies and procedures.

Duties and Responsibilities

- Greet and welcome members to the credit union in a courteous, professional, and timely manner while providing prompt, accurate, and efficient member transactions.
- Balance a cash drawer. Research and resolve discrepancies for self and also assist others.
- Receive share drafts/checks and cash for deposit to account, verify amounts, and examine share drafts/checks for proper endorsement.
- Cash share drafts/checks and process withdrawals.
- Advocate for, and educate members regarding the services offered by the Credit Union. Maintain knowledge on all products and services handled or promoted by the MSRs (tellers).
- Able to identify members' financial needs and cross-sell services to meet those needs. Advise members on promotional items and services.
- Receive mortgage, consumer loan, and other payments. Enter payments into computer.
- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
- Check mail/night deposits and record proper information according to credit union procedure.
- Follow Bank Secrecy Act (BSA) policies and procedures as they relate to this position.
- Exercise discretion, judgment, and initiative regarding transaction problems and inquiries.
- Maintain confidentiality of member account information. Follow established policies and procedures in responding to inquiries and requests.
- Promote excellent member service skills and display a professional image.
- Act as a team player within the department, and the credit union as a whole.
- High attention to detail, accuracy and thoroughness.
- Willing and able to be flexible and adaptable to changing job requirements and additional hours when needed.
- Understand Credit Union policies and procedures, including security procedures.
- Understand depository regulations.

This Position Description covers only the Essential Functions for this position. This incumbent is expected to satisfactorily perform related duties as assigned. All tasks are subject to possible reasonable accommodation with respect to statutorily protected individuals with disabilities.