

ARC Federal Credit Union is currently looking for a Full Time Member Service Representative (Teller).

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.
- 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.

Qualifications:

- High School Degree required
- Banking experience preferred
- Excellent verbal and written communication skills
- Customer/ Member service skills
- High attention to detail, accuracy, and thoroughness

Email Resume/ Application to:
hr@arcfcu.org