



Job Description: Member Service Representative

Department: Operations **Status:** Hourly, Non-Exempt

Reports to: Branch Manager

Expectation:

All employment opportunities with Evergreen Credit Union require a commitment to 'Helping People Succeed' and a dedication to creating a positive experience for all members, fellow employees, board of directors, and vendors associated with this organization. Establish Evergreen Credit Union as the Primary Financial Institution (PFI) for ECU Members.

Essential Duties and Responsibilities:

Greet Members – In person, telephone, and email.

Active Daily MSR with cash recycler.

Deposits, withdrawals, loan payments, Money Orders, MasterCard credit card payments, Kwik Cash/HELOC advances, Coin sales, Miscellaneous receipt sales.

Actively attends on-going training sessions to insure consistent, accurate, compliant and continual knowledge to succeed and to be challenged to grow within the organization.

General organization/maintenance of the MSR area, vaults areas.

Other duties to be assigned as needs arise.

Education, Training, and Experience:

At least 6 months of financial/office work environment or prior cash drawer experience. This position is considered 'entry-level'.

Language Skills:

Ability to read, comprehend and interpret general business/technical procedures. If you obtain Bilingual skills, you are encouraged to apply.

Mathematical Skills:

Ability to calculate figures such as discounts, interest, and percentages.

Performance Standards:

MSR should monitor all credit union operations to gain knowledge and consistency in quality member service and compliance with credit union policies and procedures. Service Standards are in practice.

Other Skills and Abilities:

Must be able to use the credit union's computer system for input/output transactions. Such usage includes, but is not limited to, retrieval of information, printing out individual statements of account, inputting data, updating information, and general maintenance of the records.

Must be proficient in word processing applications.

Ability to operate a personal computer to perform simple accounting tasks such as account reconciliations, internet connections with password/PIN maintenance/privacy protection.

Must be bondable.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds.

Work Environment:

This work environment requires strong teamwork ethics, excellent inter-personal and PC skills. Technological aptitude is essential. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to moderate cold and heat. The noise level in the work environment is usually moderate.

The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.