



WICHITA FEDERAL CREDIT UNION
Member Service Representative

Job Description

Member Service Representative.

Category of Employment

Full-time; non-exempt.

Position Purpose

This position is important to the success of credit union in fulfilling its mission as outlined in the mission statement.

Reporting Relationships

This position reports to the MSR Supervisor.

Essential Functions and Accountabilities:

Receive and process transactions as noted. Greet and direct members and telephone calls to appropriate staff. Provide general credit union information. Cross-sell all credit union services as appropriate.

Receives member's comments in person or by telephone concerning any or all their credit union accounts and research problems if necessary. Handles to satisfactory conclusion member inquires on accounts, statements and transaction history.

Process cash transactions at the window, including deposits, cash withdrawals, money orders, traveler's checks, check withdrawals, payments, and other transactions as requested by the members.

Be able to assist members with all Member Service products and services, including: Checking Accounts, ATM Cards, Debit Cards, Certificates of Deposit, Money Orders, and any other products the Credit Union offers.

Prove cash at the end of the day. Order cash daily to maintain proper balance in denominations of currency and coin to carry on daily business.

Handles mail payments and deposits. Pull, record, and file closed accounts. Perform file maintenance and account changes as needed. Update signature cards. File membership cards.

Assist other departments when necessary.

Assure proper maintenance, cleanliness, and security of work area, desk, equipment, etc.

Perform other duties as required by supervisors.

Performance Expectations

Contribute to the overall efforts of the credit union in reaching its objectives, which include

- Providing quality service to credit union members
- Implementation of new member services
- Maintaining efficient and productive credit union operations.

Demonstrate willingness to achieve professional growth through on-the-job training and educational opportunities.

Demonstrate willingness to participate in credit union related activities, such as chapter meetings, and KCUA events.

Maintain friendly working relationships with management and coworkers.

Minimum Qualifications:

High school graduate.

Desirable Qualifications

- At least one year's experience as cashier or teller, preferably in a financial institution.
- Ability to cross-sell products and services.
- Skilled in use of office equipment
- Good communication skills
- Ability to organize work

Desirable Traits

- Mature and responsible individual
- Alert
- Neatness in appearance
- Punctual, dependable and cooperative
- Possesses a cooperative attitude in relations with members and other employees
- Personally stable in own financial affairs

Physical and Mental Demands

Physical activities involve those normally associated with working in an office environment: walking, standing, talking and similar activities.

Vision and hearing requirements, including close vision, ability to distinguish basic colors and/or shades, depth perception ability to adjust focus, ability to hear telephone and/or in-person conversations, and other vision and hearing demands.

Ability to lift objects or exert force in pushing and pulling.

Mental demands, including such requirements as reading documents, analyzing and solving problems, interpreting data or information, using math or mathematical reasoning, learning and applying new information and skills, performing highly detailed work, meeting changing and/or intensive deadlines, managing constant interruptions and multiple concurrent tasks, and interacting with members/coworkers.