

Alabama Law Enforcement Credit Union

POSITION DESCRIPTION

POSITION TITLE: Member Service Representative

DEPARTMENT: Member Relations

CLASSIFICATION: Non-Exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: MSR MANAGER AND MANAGER

POSITIONS SUPERVISED: None

POSITION PURPOSE

To serve as front-line staff assisting members with normal and routine transactions and inquiries.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective performance of all assigned support functions.**
 - a. Primary function to serve in teller position performing normal member transactions with regard to deposits, withdrawals and payments.
 - b. Receives loan applications from members as needed and forwards to lending personnel.
 - c. Receives member inquiries and forwards them to the appropriate personnel for resolution.
 - d. Maintains the accuracy of teller cash by daily balancing of cash drawer.
 - e. Maintains member confidence by keeping all account information confidential.
 - f. Promotes credit union services via cross-selling to members.
 - g. Updates job knowledge by participating in educational opportunities such as CPD On-Line, Cuna Training Bundle, vendor webinars, and other partnership training opportunities.
 - h. Accomplishes credit union mission by completing related tasks as needed.
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PERFORMANCE MEASUREMENTS

1. Knowledge of utilizing the core processor with concentration on teller and phone-operator functions.
 2. Accuracy and relevance of documentation received in order perform member transactions.
 3. Ability to ascertain member needs and assist with communication between members and staff as well as offering relevant products and services that may enhance the member experience.
 4. Ability to multi-task and maintain accuracy of cash balances on a daily basis.
 5. Credit union employees are offered quality training programs to enhance their ability to perform their positions.
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QUALIFICATIONS

EDUCATION/CERTIFICATION: High School Diploma

REQUIRED KNOWLEDGE: Knowledge of credit union data processing system in order to perform member transactions as needed. Knowledge and understanding of all member service related policies and procedures.

EXPERIENCE REQUIRED: None.

SKILLS/ABILITIES: Well organized, self-starter.
Good interpersonal and public relations skills.
Initiative and follow-through
Cooperative and willing to assist others.
Excellent presentation skills
Advanced knowledge of Microsoft products

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTIONS: Movements frequently and regularly required using the wrists, hands, and/or fingers.
Walking short distances during normal course of business

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting 50% of the time. Walking short distances during training sessions.
Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

NONE: No hazardous or significantly unpleasant conditions (such as in a typical office).

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

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| REASONING ABILITY: | Ability to apply common sense understanding to carry out simple one or two step instructions and to deal with ordinary, standardized situations. |
| MATHEMATICS ABILITY: | Ability to perform very basic math skills including adding, subtracting, multiplying, and dividing two digit numbers; the four basic arithmetic operations with money; and operations with units such as inch, foot, yard; ounce, and pound (or their metric counterparts). |
| LANGUAGE ABILITY: | Ability to use passive vocabulary of 5,000-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs. Ability to communicate in complex sentences, using normal word order with present and past tenses and good vocabulary. |

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.