

## University & Community Federal Credit Union - Website Job Posting

### Member Services Representative I - Part Time (20 to 25 hours per week)

Part Time Position Hours are M-F and every other Sat. mornings. Shifts are 10 am - 3 pm OR 11 am - 4 pm OR 1 pm to 6 pm. Visit our Careers Page <https://home.cuintouch.com/careers/> to see what shifts are currently available.

**ROLE:** To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

To adhere to Compliance with Bank Secrecy Act, OFAC and USA PATRIOT Act including accurate completion of CTR, Monetary Instrument Log, following the Customer Identification Program for new customers, monitoring for and reporting suspicious activities to Supervisor or Compliance Officer.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives and processes customer financial transactions, including deposits, withdrawals and loan payments; sells gift cards & corporate checks to members; transfers amounts from member accounts as directed.
- Balances cash drawer and daily transactions.
- Post transactions to member accounts and maintain member records.
- Welcomes members and provides routine information concerning services and directs member to appropriate department for specific information and service.
- Cross-sells Credit Union services.
- Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- Performs other job-related duties as assigned and adhere to all BSA procedures put in place by the Credit Union.
- Ability to work some Saturdays if needed.

#### KNOWLEDGE/SKILLS/ABILITIES:

- Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving obtaining information which may require some discussion.
- Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.
- Provide friendly, professional, personal service to all customers and associates
- Balance your drawer daily, staying within the Member Services Outage Policy
- Process a minimum of 10 transactions per hour.
- Accurately post transactions.
- Troubleshoot and resolve customer and internal inquiries in a timely, friendly and accurate manner.
- Proactively seek opportunities to identify appropriate products and services for the betterment of the customer.
- Maintain a dependable record of attendance and timeliness.
- Maintain a professional work environment and businesslike appearance.

#### QUALIFICATIONS:

- Up to six months of similar or related experience.
- A high school education or GED

**This job posting is not a complete statement of all duties and responsibilities comprising the position. Applicants much complete an online job application at [www.cuintouch.com](http://www.cuintouch.com).**

*Accepting job applications for this posting until position is filled.*