

TONGASS FEDERAL CREDIT UNION
Job Description

Title:	Member Services Representative I (MSR I)	Classification:	Non-exempt
Department:	Member Services	Reports To:	Branch Manager
Date Revised:	July 26, 2019	Supervises:	N/A

General Summary

The MSR I is an entry level position responsible for providing a positive member service experience to all members. The MSR I will maintain a basic working knowledge of all credit union products and services with the ability to refer members to appropriate internal resources when necessary. The MSR I will be able to knowledgeably assist members with, and discuss, the duties and functions listed below. They will understand and ensure compliance with all credit union policies as well as state and federal credit union regulations. They will maintain member confidence and protect credit union operations by keeping all member information confidential. The MSR I will contribute to the success of the credit union through self-motivation and participation in team efforts.

Primary Functions and Duties:

- Members first always
- Greet and welcome members
- Perform member deposits, withdrawals, transfers, and loan payments.
- Answer phones, file, shred, and scan documents as needed
- Update member information, reset passwords, and activate online banking, completing required forms, as necessary.
- Accurately perform cash handling duties, including consistently balance cash drawer
- Accurately perform credit card cash advances
- Complete permitted non-member transactions (in-house checks)
- Be able to verify members
- Be able to verify negotiability of draft items and make hold recommendations, as necessary.
- Print cashier checks, money orders, and temporary checks
- Verify rolled coin and roll bulk coin
- Navigate TFCU programs (GOLD, Pro-doc, TrueChecks, LSC, etc)
- Charge fees as outlined in the member fee schedule
- Place check holds
- Order checks
- Look up debit card and pending transactions
- Add a comment, tracker or transaction description to a member account
- Complete Red Flag reports
- Complete Currency Transaction Reports (CTRs)

- Order/close/re-pin all ATM, Debit cards and Instant Issue cards
- Order/Purchase/Load Gift cards
- Have ability to set up A2A, ACH and AFT transactions
- Strive to meet branch and personal goals by offering solutions to members, working as a team within the branch and credit union, and actively seeks to build professional relationships with members.

Knowledge, Skills and Abilities:

- Professional appearance.
- Maintain a positive image within the community.
- Ability to effectively communicate verbally and in writing.
- Excellent listening and customer service skills.
- Education equivalent to a four-year high school education.
- Possess a work ethic that includes self-motivation, positive attitude, neatness, punctuality and accuracy.
- Strong math (calculations and concepts involving decimals, percentages, fractions, etc.) and computer skills.
- Ability to work independently and as part of a team.
- Flexibility and willingness to adapt to changing business needs.
- Well organized.
- Must be able to work a complete shift from standing position, as well as lift and carry up to 35 pounds.
- Other duties as assigned

Disclaimer

The above information on this 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.

Employee's Signature

Date