

TONGASS FEDERAL CREDIT UNION

Job Description

Title:	Microsite Associate	Classification:	Non-exempt
		Reports To:	VP of Operations through Regional Manager
Date Revised:	June 2021	Supervises:	N/A

General Summary

The Microsite Associate position is a unique position within Tongass Federal Credit Union (TFCU). A microsite is a self-standing, single person managed mini branch. The Microsite Associate will be tasked, and responsible for, running the site in accordance with TFCU policy, practices, and procedures. They will be required to multitask and understand several functions of the credit union, including teller functions, loan closing processes, state and federal regulations, and safety and security. The Microsite Associate will have advanced knowledge in all TFCU products, credit union procedures, and branch related policies. The Microsite Associate will have the ability to clearly communicate with the Operations Department and assist with community outreach and microsite reporting and goal setting. They will maintain member confidence and protect credit union operations by keeping all member information confidential. The Microsite Associate will contribute to the success of the credit union through self-motivation and leadership in team efforts.

Primary Functions and Duties:

- Be mindful that members take priority
- Meet solutions-based goals
- Perform proper ordering and management of branch inventory and supplies.
- Ensure the microsite is has proper signage, is clean, and organized at all times.
- Be knowledgeable and assist with location strategy, including community awareness, needs, involvement, etc.
- Open new memberships and accounts ensuring proper new member onboarding.
- Accurately complete teller transactions of all types, including check cashing, deposits, payments, withdrawals, and gift card management
 - Perform account updates as needed
 - Refer members to appropriate staff as needed.
- Ensure proper documentation maintenance and recordkeeping
- Assist with annual microsite evaluation.
- Participate in School Savings special promotions and other events.
- Participate in local training as assigned and complete digital training on-time
- Balance drawer and vault daily, when open.
- Enter loan applications and close loans as necessary.
- Open and close the microsite, ensuring security at all times
- Balance, load, and maintain the local ATM machine

- Maintain high ethical standards at all times including, confidentiality, honesty, and accuracy.
- Work with TFCU selected community partners for auditing purposes and other required control tasks
- Attend all mandatory weekly and monthly team meetings
- Credit union holiday closures will require a make-up day in your community if that closure takes place on a regular workday. See schedule below:

Day of Holiday	Make-up Day	Effected Locations
Monday	Tuesday	All
Tuesday	No make-up day, regular work week	All
Wednesday	Thursday	All
Thursday	No make-up day, regular work week	All
Friday	Thursday	HNH, HYD, KAK
Saturday	Thursday	THB

Knowledge, Skills and Abilities:

- Assist in overall credit union compliance efforts.
- 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.
- Others 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

Supervisor's Signature Date