

MEMBER SERVICE ASSOCIATE

Service Associate

Reports To: MSA Team Leader

Salary Range: \$12 to \$14.50/hour based on experience

Pre-Requisite:

- High School diploma
- Good communication skills – both oral and written
- Ability to effectively multi-task
- Ten key and computer skills preferred

Responsibilities:

- Greet and welcome members to the credit union in a courteous, professional, and timely manner, providing prompt, accurate, and efficient member transactions.
- Process checks and cash for deposit to accounts, verify amounts, examine checks for proper endorsement, and enter deposits into computer records
- Cash checks and process withdrawals; pay out money after verification of signatures and member balances
- Assist with mail or email transactions, when available
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by service associates. Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the service associate area, including robbery procedures.
- Receive loan payments and ensure the payments match balances due. Enter payments into computer. Generate member receipts.
- Count, check and package coins and currency
- Balance cash drawer at the end of day and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies.
- Ensure that the service associate station is stocked with forms, supplies, and brochures, etc
- Check night depository and record proper information according to credit union procedures
- Other duties as assigned

Purpose: Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.