



Job Title:	Member Service Representative	Scheduled Days:	Monday - Friday
Department/Group:	Member Services	Hours:	TBD
Location:	Auburn Office - Atlanta	Travel Required:	Minimal Travel Required
Level/Salary Range:	\$12.50/hour	Position Type:	Part-Time
Reports To:	John DeLaigle, Director of Ops	Date Posted:	11/13/2017

Job Description

The Member Service Representative/Tellers are the face of our Credit Union, often the first to greet both current and new members and start them on the path to reach their financial goals. By initiating conversation, we can understand our members needs and create solutions to address them. This position will require the successful candidate to share duties on the Member Service Desk and the Teller Line.

ROLE AND RESPONSIBILITIES

- Answer member telephone calls regarding 1st Choice share and loan products and accounts, expediting all calls and ensuring quality member service.
- Resolve member problems within delegated limits, including but not limited to refunding fees, as appropriate.
- Maintain knowledge of 1st Choice share and loan products, policies and procedures.
- Maintain knowledge of outside competitive products.
- Complete documents being forwarded to other departments on a regular basis.
- Research member questions/requests on an automated records system.
- Assist in other departments as required.
- Recommend products and services appropriate to member needs.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma
 Customer Service Skills
 Problem Solving Skills
 Cash Handling Experience
 Data Entry

PREFERRED SKILLS

Bachelor's Degree

ADDITIONAL NOTES

The member service representative may travel between our two branches, as needed for coverage. This role requires strong sales, service, and relationship building skills as well as the flexibility to provide exceptional, one-stop service to our members to meet all their financial needs.

For consideration of this position, please email your resume to karthur@1stchoicecu.org.