



1st Nor Cal[®]
CREDIT UNION

JOB TITLE: MEMBER SERVICE REPRESENTATIVE 2

General Summary:

Under general supervision, but in line with established policies and procedures, is responsible for delivering high quality member service by assessing the member's needs while processing their transactions to maximize member participation. Assist and advises members in the opening of regular share accounts, checking accounts, IRA accounts etc. Cross-sells and provides counsel to new and existing members with various Credit Union products and services. Maintains control over cash draw and balances transactions daily.

Principal Responsibilities and Duties:

- Is accountable for representing the credit union to the members in a courteous, efficient, professional manner, and for providing prompt, and accurate service in processing transactions.
- Understand, adheres, and comply with all applicable federal and state laws and banking regulations including those related to OFAC, Bank Secrecy Act/Anti-Money Laundering compliance.
- Maintain a working knowledge of compliance and regulations in area of responsibility. Remain up-to-date and on Credit Union products, services, and related policies, procedure, rules, and regulations.
- Receives checks and cash for deposit to savings and checking accounts, and payments for loans. Verifies amounts, examines checks for endorsement and negotiability, and enters transactions into credit union records via an on-line terminal. Completes CTRs and SARs as required.
- Opens and maintains savings and checking accounts. Orders checks, ATM and debit cards, and assists members in selecting individual PINs.
- Cross-sells credit union services. Must understand and be able to explain such matters as various types of accounts and services including certificates, individual retirement accounts, ATM cards, debit cards, audio response service, payroll deduction, electronic fund transfer, interest rates, and so forth.

Skills and Abilities Required:

- 1-2 Years of Banking/Credit Union experience preferred.
- Ability to follow instructions.
- Proficient in cash handling.
- Experience with basic IRA transactions.
- Experience inputting bank wires.
- Experience completing currency transaction reports.
- Ability to demonstrate effective interpersonal skills to represent the credit union in a positive and professional manner.

- Ability to effectively present oral and written communication.
- Ability to work both independently and within a team environment.
- Must be able to multi-task and be detailed oriented.
- Ability to operate an on-line terminal and other standard office equipment.

Position:

- Full Time

This Job Description is not a complete statement of all duties and responsibilities comprising this position. Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

How to Apply:

- Online application at www.1stnocalcu.org/employment
- OR email stating why you are interested in the position and attach your resume and application to jobs@1stnocalcu.org
- OR drop off at: Martinez Main Branch
1111 Pine Street
Martinez, CA 94553