



Member Service Representative II

Department:	Branch Services
Reports To:	Branch Manager
Classification:	Non-Exempt G6
Pay:	\$18.55 (Min) - \$23.19 (Mid) - \$27.83 (Max)
Type:	Full-Time
Location:	Glendora, CA

Purpose:

As a Member Service Representative II, you will be responsible for providing excellent member service to ACCU members by assisting them with their financial transactions and account management. You will also be responsible for cross-selling and educating members on the various products and services offered by ACCU. Processes transactions in the general areas of savings, consumer loans, and auxiliary credit union services. The Member Service Representative II will also handle member inquiries, resolve issues, and ensure member satisfaction.

Major Duties and Responsibilities:

- Process Meridian applications online and in person.
- Performs various file maintenance including processing requests for a change of address, check orders, and ordering ATM cards, etc. Performs.
- Vault and night drop duties as assigned.
- Assists with the morning and evening preparation of the branch, and other team members as needed throughout the day.
- Has working knowledge of credit union savings and consumer loan products and all services. Has basic knowledge of real estate products. Maintains cash and negotiables.
- Provides suggestions for streamlining department and credit union operations.
- Performs other related duties as assigned or requested.
- Processes new memberships, additional share accounts, savings services, consumer loan requests, and general consumer loan fundings as requested by members.
- Performs research on accounts and identifies and corrects member account problems.
- Provides consultative services to members regarding credit union products and services by assessing the members' needs, addressing their concerns, and gaining agreement.
- Has thorough knowledge of consumer loan processes
- Has thorough knowledge of complex savings products and processes including Trusts, IRAs, deceased and legal.
- Assists the branch with training of new team members and cross-training of existing team members in area of specialty; keeps up to date with policy/procedure updates.
- Ensures branch operations are conducted under established policies, procedures, and guidelines in alignment with regulatory requirements.
- Delivers exceptional member service delivery to members requesting account assistance. Provides consultative services to members regarding credit union products and services by assessing the member's needs, addressing their concerns, and gaining agreement.

- Performs other duties as assigned.

Expectations:

- Complies with regulatory compliance and assigned training requirements including but not limited to BSA regulations corresponding to their specific job duties. Failure to do so may result in disciplinary and other employment-related actions.
- Must complete FiCEP certification in 12 months of employment.

Essential Functions:

- Ability to perform duties as outlined under “Major Duties and Responsibilities.”
- Ability to communicate clearly and to be understood.
- Ability to stand increments of four hours.
- Ability to deal with sensitive and confidential information.
- Weekend hours may be required on occasion.

Qualifications and Educational Requirements:

- High School Diploma or equivalent, some college coursework preferred.
- Minimum of 1 year of experience in customer service and sales.
- Experience in a banking or financial institution a plus.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel classification. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ADA Compliance Statement:

In compliance with the Americans with Disabilities Act (ADA), ACCU stands ready to accommodate any qualified employee with a disability who can perform the essential duties of their position, as long as necessary accommodations for that employee’s disability don’t cause an undue burden to the credit union.

To apply, please visit: AmericasChristianCU.com/Apply