



## JOB DESCRIPTION

### Member Services Specialist I

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| <b>Department</b> | Member Services Specialist   |
| <b>Reports to</b> | Member Services Specialist Supervisor and may receive direction from Member Services Specialist Manager and/or AVP, Member Services South. |
| <b>Supervises</b> | N/A  |
| <b>Pay Grade</b>  | Non-Exempt Grade 6   |

### Job Summary

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Under limited supervision, performs a combination of duties which may include member services, new accounts or support center functions. May be assigned to a specific department on a temporary basis. Must be able to work weekends/evenings, travel and on occasion, spend periods of time at outlying offices. This is a utility/relief position requiring flexibility and independence.

### Essential Functions

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- Performs member services duties when required and can perform all the functions of a Member Services Representative.
- Is familiar with and follows security procedures.
- Relieves member services staff during leaves of absence, illness or vacation.
- Explains credit union products and services to members.
- Assists in processing Member Services Representative deposits.
- Knows downtime, opening and closing procedures. Skillfully utilizes the computer system in those areas pertaining to Member Services functions.
- Travels to outlying branches to relieve Member Services Representative or New Accounts staff and/or assist in cash audits.
- Performs other duties as assigned.

### Required Knowledge, Skills, and Abilities

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- Ability to understand and respond to complex verbal and written communications.
- Count and disburse bills, change, etc.
- Reconcile and balance financial instruments.
- Ability to read and comprehend written materials such as signatures, signature cards, checks, vouchers, deposit slips, instructions, manuals, etc.

- Ability to use a 10-key adding machine and operate a variety of office equipment.
- General computer terminal experience.
- Must be familiar with security practices, downtime and closing procedures.

## **Education and Experience**

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- High school graduate or equivalent.
- This is a utility/relief position with one year member services experience preferred and demonstrated knowledge of credit union policies, products and procedures. Must be bondable.

## **Additional Requirements**

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- Incumbent must be bondable.
- Must possess and maintain a valid driver's license to travel to all credit union locations as needed.

## **Physical Demands**

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This is a moderately sedentary office classification although standing and walking between work areas is required. Individual(s) in this class must possess the mobility to work in a standard office setting and use standard office equipment, including a computer; visual acuity to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator at a reasonable speed, and to operate standard office equipment. Person(s) in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds regularly, and up to 50 pounds occasionally. Works in an office environment with moderate noise levels.