

# *Family First of NY FCU*

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## **Member Service Representative I**

### **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:**     **Branch Manager**

**POSITIONS SUPERVISED:**   **N/A**

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### **POSITION PURPOSE**

Responsible for providing a variety of paying and receiving functions, including processing deposits, withdrawals, loan payments, cashiers' checks, money orders, and cash advances. Balances each day's transactions and verifies cash totals. Performs specific assigned side-jobs and assists other MSRs, FSRs and call center with a variety of duties as required. Ensures members are promptly and professionally served.

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### **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

1.     **Assumes responsibility for the efficient, effective, and accurate performance of Teller functions.**
  - a.     Represents the Credit Union in a courteous and professional manner.
  - b.     Receives deposits in person or by mail.
  - c.     Receives loan payments in person or by mail.
  - d.     Processes cash advances, cashiers' checks, money orders, and similar transactions.
  - e.     Disburses cash or check withdrawals in person.
  - f.     Processes transfers.
  - g.     Opens and closes computer terminal daily. Processes assigned cash and transactions and balances at end of day.
  - h.     Verifies transactions. Monitors deposit amounts, and examines documents for endorsement and negotiability. Detects and resolves discrepancies promptly.
2.     **Assumes responsibility for establishing and maintaining effective, professional business relations with members.**
  - a.     Ensures members' requests and questions are promptly resolved.
  - b.     Operates online teller terminal. Provides in person information that members may authorize concerning their account status.
  - c.     Receives and processes changes, addresses, and check orders.

- d. Maintains privacy of member account information.
  - e. Ensures the Credit Union's quality reputation is maintained and projected.
  - 3. **Assumes responsibility for establishing and maintaining effective coordination and working relationships with area co-worker and with management.**
    - a. Assists co-worker as required.
    - b. Keeps supervisor informed of area activities and of any significant problems or concerns.
    - c. Completes required reports and records accurately and promptly.
    - d. Attends meetings as required.
  - 4. **Assumes responsibility for related duties as required or assigned.**
    - a. Performs drive-up, night drop, ATM and CDM/recycler functions as assigned.
    - b. Cross sells Credit Union product and services.
    - c. Ensures work area is clean, secure, and well maintained.
    - c. Performs related clerical duties as required. Opening of branch and nightly daily work.
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## **PERFORMANCE MEASUREMENTS**

- 1. Teller functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- 2. Monies are balanced and any discrepancies promptly resolved. A balancing record that meets established standards is maintained.
- 3. Good business relations exist with members. Members' problems or questions are courteously and promptly resolved.
- 4. Actively refer products and services to members to achieve or exceed all established sales goals and assist in meeting departmental goals.
- 5. Good working relationships and coordination exist with area co-worker and with management. Assistance is provided to other MSRs and staff as needed. Supervisors are appropriately informed of area activities.
- 6. Required reports and records are accurate, complete, and timely.
- 7. Ensure compliance with all applicable credit union policies and procedures.
- 8. The Credit Union's professional reputation is maintained and conveyed.

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## QUALIFICATIONS

<b>EDUCATION/CERTIFICATION:</b>	High school graduate or equivalent.
<b>REQUIRED KNOWLEDGE:</b>	Knowledge of Teller policies and procedures. Basic understanding of Credit Union operations.
<b>EXPERIENCE REQUIRED:</b>	Abilities generally acquired on the job in 12 months.
<b>SKILLS/ABILITIES:</b>	Good communication skills. Professional appearance, dress, and attitude. Good math skills. Ability to operate related computer applications and business equipment including adding machine, typewriter, copy machine, coin and money counting machines, and telephone. Good typing skills. Cash handling. Ability to perform basic math skills, use decimals to compute ratios and percents, and to draw and interpret graphs.

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## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

<b>TALKING:</b>	Professional tone with members and co-workers.
<b>PHYSICAL STRENGTH:</b>	Sedentary work; standing most of the time with limited sitting. Exerts up to 20-25 lbs. of force occasionally. (Almost all office jobs.)

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*Family First is an equal-opportunity employer. The company's policy is not to discriminate against any applicant or employee, intern, volunteer, etc., based on race, color, sex, religion, national origin, age, disability, military status, genetic information, or any other basis protected by applicable federal, state or local laws.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*