

## **CENLA FEDERAL CREDIT UNION**

### **Job Description**

**TITLE:** Member Service Representative 2

**DEPARTMENT:** Branch Operations

**SUPERVISES:** N/A

**CLASSIFICATION:** Non-Exempt

**REPORTS TO:** Branch Manager

### **General Summary**

To service members and prospective members by being proficient in all aspects of enrolling members, offering Credit Union services as needed, completing necessary forms, answering questions, and inputting information in the system.

### **Essential Functions**

1. Open new member accounts and assist with various services such as (Savings, Checking, Christmas clubs, Certificates of Deposit, ATM/Debit card issues and reissues, Payroll cards/ACH, Smartline, Virtual Branch, Check orders and answering various questions.
2. Assist current members with changes to their accounts such as removal and addition of joint owners, Payable on Death, address changes and notary service
3. Assist current members with various loan products (mortgages, HELOC's, vehicles, boats, signature loans and credit cards), insurance products (CDI, CLI, GAP, MB), and any other service that would be beneficial to the member.
4. Assist in creating and maintaining a cross-selling environment within the branch.

**Note:** The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

### **Physical Requirements**

Must be able to lift approximately 40 lbs.

### **Job Specifications**

1. Professional, well-developed interpersonal skills necessary for servicing Credit Union members.
2. Work requires knowledge of all Credit Union policies and procedures and all Credit Union services and products. Knowledge of the Credit Union movement preferred.
3. Intermediate mathematical and computer skills required.
4. Have and maintain a good credit standing (employment credit report will be run upon initial MSR 2 application and annually thereafter).

**Disclaimer**

The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

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Employee's Signature

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Date

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Supervisor's Signature

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Date