**Deepwater Industries Federal Credit Union**

**Job Posting**

**Job Title: Member Services Representative**

**FSLA Status: Salaried Non-Exempt – Full Time**

**Reports to: Operations Manager**

**Essential Duties and Responsibilities:**

* Greet and welcome members and visitors to the credit union in a professional manner. Represent the credit union to members in a courteous and professional manner and provide prompt, efficient and accurate service in the processing of transactions.
* Provide in-person and by-telephone general and specific service-related information concerning credit union products and policies.
* May respond to email or other electronic requests submitted by members, again providing professional, prompt, efficient, and accurate service and information.
* Respond to members’ requests, problems and complaints, resolving issues, and/or directing them to the appropriate person for specific information and assistance.
* Open new accounts and service existing accounts. Set up new account files, and provide members with all necessary information for membership.
* Handle requests from members for transfers of shares to loan payments, share withdrawals, check requests, share certificate transactions, line of credit advances, and any other requests received from members.
* Conduct orientation interviews on credit union services and programs with each new credit union member.
* Promote credit union products and services based on member needs that are obtained from member interviews and/or review of member’s account. Actively cross-sell products.
* Up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by Member Service Representatives. Up-to-date and comprehensive knowledge of all related policies and procedures, rules and regulations.
* Provide information on investment alternatives to members wishing to deposit funds with the credit union.
* Research accounts for deposit, withdrawal, and loan-payment discrepancies.
* Assist members in balancing their accounts.
* Assist members in opening individual retirement accounts.

**Qualifications:**

* Good written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.
* Basic word processing and computer database skills.
* Effective interpersonal skills with the ability to work with individuals and groups at all organization levels; ability to work independently and as part of a team.
* Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.
* Ability to work accurately with close attention to detail.
* Ability to maintain confidentiality of sensitive information.
* Ability to study and apply new information.
* Must be able to work Saturdays and/or Friday evenings.

**Applications for this position are available at our branches or visit deepwaterind.org/careers**

**Posting will be removed when positions are filled.**