



Member Support Professional I

Non-Exempt | Hourly (\$14.53-\$21.79)

OVERVIEW

The Member Support Professional I responds to incoming requests via phone, personal teller machine (PTM), chat, and video banking and provides direct support to the member. The MSP will also be required to assist in meeting/exceeding monthly branch goals and providing honest and open communication throughout the Credit Union.

DUTIES AND RESPONSIBILITIES

- 20%** Continually educate current and potential members on products and services that may benefit their financial needs. Provide accurate information efficiently following Credit Union security protocols.

- 20%** Provide prompt, professional financial service with each current and potential member via phone, personal teller machine (PTM), chat, video chat, email, and online banking messages.

- 20%** Accurately perform teller functions including but not limited to account history assistance, stop payments, wires, transfers, debit card maintenance, over-the-phone payments, digital wallet approvals, and account maintenance requests.

- 10%** Accurately perform teller functions via PTM as needed, including but not limited to deposits, withdrawals, and loan payments. Scan all associated documents according to time guidelines.

- 10%** Develop knowledge of all Credit Union products to open new accounts and shares with minimal errors. Cross-sell lending products, including but not limited to credit cards and consumer lending applications. Refer members to lenders and/or additional departments when applicable.

- 10%** Troubleshoot online banking functions with members, including but not limited to initial setup, password reset, etc. Respond in a timely manner to each member's online banking messages.

- 5%** Respond to requests for assistance from other departments and branches regularly to better assist members.

- 5%** Perform additional duties, as assigned.

Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

EDUCATION AND EXPERIENCE

Education

High school or GED required.

Experience

- Six months to two years of similar or related experience is preferred
- Experience in a fast-paced customer service environment preferred

Skills

- Must have strong interpersonal skills, including verbal communication, ability to remain calm in stressful situations, and high levels of professionalism
- Efficient clerical skills necessary, including navigating a computer system/typing
- Attention to detail necessary, including ability to perform daily work functions with minimal errors
- Ability to recognize basic banking transactions, including account holds, delinquent loans, and account warnings
- Ability to work remotely, based on departmental needs and at management's discretion

ADA REQUIREMENTS

Individuals must bend, sit, and stand to perform primarily sedentary work with limited physical exertion and occasional lifting up to 40 lbs. Must be capable of climbing / descending stairs in an emergency. Must operate standard office equipment, including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must work extended hours or travel off-site whenever required or requested by management. Must be capable of regular, reliable, and timely attendance.

ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

EMPLOYEE SIGNATURE

DATE

AUTHORIZED REPRESENTATIVE

DATE