



Member Support Professional I

Non-Exempt | Hourly (\$13.50 to \$17.78)

OVERVIEW

Receive incoming Phone, PTM, Chat, and Video Banking calls and provide direct support to the Member, thereby creating a positive interaction with the Member or potential Member. The MSP will also be required to assist in meeting/exceeding monthly branch goals. The MSP will also be responsible for providing honest and open communication throughout the Credit Union and demonstrating behaviors that are consistent with the Credit Union's values and philosophies.

DUTIES AND RESPONSIBILITIES

20% Continually educate Members and potential Members on products and services that are beneficial to their financial needs. Provide accurate information using security measures in a timely and efficient manner.

20% Provide prompt, professional financial service that exceeds expectations with each Member and potential Member interactions via Phone, PTM, Chat, Video Banking, Email, and online banking messages.

20% Perform teller functions that include but are not limited to: Account History look-ups, Stop payments, Wires, Quick Money transfers, debit card maintenance, over-the-phone payments, digital wallet approvals, and account maintenance requests. Accurately process outgoing wire transfer requests, including keying the wire into the wire software platform.

10% Perform teller functions via PTM to include but not limited to deposits, withdrawals, and loan payments. Ability to recognize account holds, delinquent loans, and account warnings before completing account transactions. Ability to complete the daily operations of the MSC to include scanning of daily work.

10% Ability to understand the Lending process to include but not limited to Credit Card applications and Consumer Lending applications. Ability to understand and open New Accounts and Shares as it relates to cross sell opportunities with minimal error.

10% Ability to understand all online banking functions, including but not limited to Cross-selling, setup, and troubleshooting online banking issues. Ability to correspond to Member's online banking messages within the expected time frame.

5% When needed, assist other departments and branches with transactions to assist Members in the daily operations of the Credit Union.

5% Ability to work remotely, based on departmental needs and at management's discretion.

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, including time spent in preparatory positions.

Skills

- Interpersonal skills, including verbal communication.
- Clerical skills, including navigating a computer system/typing (code input, knowledge of screens, and terminology).
- Ability to perform detailed work functions with minimal errors.
- Maintain a professional image and remain calm in stressful situations.

ADA REQUIREMENTS

Individuals must bend, sit, and stand to perform primarily sedentary work with limited physical exertion and occasional lifting up to 25 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