



Member Support Professional I

Non-Exempt | Hourly (\$15.00-\$22.75)

OVERVIEW

The Member Support Professional I responds to incoming requests via phone, interactive teller machine (ITM), chat, and online banking, providing direct support to members. The MSP will maintain an understanding of all Credit Union products and services to provide extraordinary member service to current and potential members.

DUTIES AND RESPONSIBILITIES

- 20%** Provide prompt, professional financial service with each current and potential member via multiple mediums, maintaining a positive working relationship within the department and organization.
- 20%** Process basic teller transactions accurately and efficiently, including but not limited to loan payments, transfers, deposits, balance inquiries, and account maintenance. Maintain working knowledge of Credit Union procedures, including transaction types such as debit and credit card posting, check and cash withdrawals, and ACH (automatic clearing house).
- 20%** Identify and utilize cross-sell opportunities, educating members about Credit Union products and services, including but not limited to accounts (CDs, checking, savings) and debit and credit products.
- 10%** Troubleshoot online banking functions with members, including but not limited to initial setup, password reset, and login issues.
- 10%** Provide member service for basic loan-related needs, including but not limited to loan payoffs, skip-a-pays, and due date changes. Educate members on loan-related services such as current rates and promotions. Refer members to dedicated lenders via loan queues, when necessary, ensuring the member understands the application process.
- 10%** Maintain a working knowledge of a variety of technologies, including but not limited to dispute processes, internal request forms, video banking and scanning software, digital signature, and workflow management.
- 5%** Respond to requests for assistance from other member support professionals, departments, and branches as needed to better assist members. Ensure that member service standards are applied to inner- and inter-departmental communication as well.
- 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