**Job Title:** MSR I

**Reports To:** Member Service Supervisor

**Description:**

Perform a wide range of transactional duties to serve members by receiving or paying out funds with high accuracy. Maintain accurate transactional records. Conduct all member interaction duties to promote member satisfaction, new member acquisition, member sales and member retention.

**Responsibilities:**

* Provide comprehensive, prompt, accurate and efficient member transactions.
* Establish and Maintain effective employee relations.
* Promote credit union products and services based on member needs. Assist members by cross-selling products relevant to their needs.
* Open any account or certificate for members.
* Assist members with wire transfer instructions.
* Assist members with closing accounts and certificates.
* Maintain a current working knowledge of all products and services, including online services.
* Assist members with discrepancies, make corrections if necessary.
* Complete loan applications to provide to a Loan Officer, Branch Manager or VP of Lending.
* Travel to branches as needed.

**Qualifications:**

* High School Diploma
* Cash handling experience
* Basic computer skills required
* Must be coachable
* Strong attention to detail
* Ability to communicate effectively