Kentucky Telco Federal Credit Union
Job Description

TITLE: **MEMBER SERVICE, LEVEL I**

REPORTS TO: **BRANCH MANAGER**

Position Purpose: The primary purpose of this position is to assist the Credit Union in fulfilling our mission of making a positive difference in each member's financial life. Provide various financial services to current and prospective members of the Credit Union.

Specific Duties:

1. Deliver high-quality, consistent service to both external and internal members that fulfill our service promises.
    - Respectful, Resourceful, Attentive, Responsive, Accurate, and Appreciative.

2. Identify the financial needs of the members and suggest an appropriate Credit Union solution. Cross-sell appropriate products and services to benefit the member and achieve sales goals set forth by the Credit Union.

3. Build and maintain strong member relationships by providing prompt, reliable and courteous service when assisting members with financial transactions and services.

4. Perform routine member transactions, including deposits, withdrawals, cash advances, loan payments, transfers, and check cashing.

5. Open new accounts and service existing accounts. Set up new account files and provide members with all necessary membership information.

6. Maintain an up-to-date and comprehensive knowledge of all credit union products and services. Maintain an up-to date and comprehensive knowledge on all related polices and procedures, rules and regulations, including robbery procedures.

7. Balance cash drawer at the end of the shift and compare totals to core processor totals. Research and resolve discrepancies. Report any discrepancies to immediate supervisor and SVP/Operations.

8. All other duties as assigned.

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Position Requirements:

1. Previous teller experience helpful, but not required.

2. Maintain a consistent, positive attitude by exhibiting a pleasant demeanor, smiling and welcoming members and employees.

3. Communication and interpersonal skills to build relationships, trust, and effectively work with members and co-workers.

4. Abide by Telco's Service Mission and Promises.

5. Proficiently utilize a personal computer and applicable software.