

WICHITA FEDERAL CREDIT UNION



Job Description

Member Solutions Associate II

Category of Employment

Full-time; non-exempt.

Position Purpose

To assist members with their financial transactions and identify products and services that will enhance the member relationship.

Reporting Relationships

This position reports to the Branch Manager.

Essential Functions and Accountabilities

- Receive and process transactions as noted.
- Greet and direct members and telephone calls to appropriate staff.
- Provide general credit union information.
- Assist MSS's as needed with member service solutions.
- Cross-sell all credit union services as appropriate.
- Identify member financial needs and offer products, services and solutions to meet those needs, including added-convenience products, sales referrals, and alternate access channels.
- Provide excellent member service.
- Process cash transactions at the window, including deposits, cash withdrawals, money orders, traveler's checks, check withdrawals, payments, and other transactions as requested by the members.
- Prove cash at the end of the day. Order cash daily to maintain proper balance in denominations of currency and coin to carry on daily business.
- Handles mail payments and deposits.
- Assist other departments when necessary.
- Assure proper maintenance, cleanliness, and security of work area, desk, equipment, etc.
- Perform other duties as required by supervisors.

Performance Expectations

- Contribute to the overall efforts of the credit union in reaching its objectives, which include
 - Providing quality service to credit union members
 - Implementation of new member services
 - Maintaining efficient and productive credit union operations.
- Demonstrate willingness to achieve professional growth through on-the-job training and educational opportunities.
- Demonstrate willingness to participate in credit union related activities.
- Maintain friendly working relationships with management and coworkers.

Minimum Qualifications

- High school graduate.

Desirable Qualifications

- At least one year's experience as cashier or teller, preferably in a financial institution.
- Ability to cross-sell products and services.
- Skilled in use of office equipment
- Good communication skills
- Ability to organize work

Desirable Traits

- Mature and responsible individual
- Alert
- Neatness in appearance
- Punctual, dependable and cooperative
- Possesses a cooperative attitude in relations with members and other employees
- Personally stable in own financial affairs

Physical and Mental Demands

Physical activities involve those normally associated with working in an office environment: walking, standing, talking and similar activities.

Vision and hearing requirements, including close vision, ability to distinguish basic colors and/or shades, depth perception ability to adjust focus, ability to hear telephone and/or in-person conversations, and other vision and hearing demands.

Ability to lift objects or exert force in pushing and pulling.

Mental demands, including such requirements as reading documents, analyzing and solving problems, interpreting data or information, using math or mathematical reasoning, learning and applying new information and skills, performing highly detailed work, meeting changing and/or intensive deadlines, managing constant interruptions and multiple concurrent tasks, and interacting with members/coworkers.

This Job Description is not a complete statement of all duties and responsibilities comprising this position. Wichita Federal Credit Union is an equal opportunity employer.

Last updated May 2017