

**Member Experience Rep**

**Role:**

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

**Essential Functions & Responsibilities:**

* Identifies and develops cross sell opportunities with members and nonmembers of the credit union. Products to include loans, deposits, transaction accounts and other credit union services.
* Receives and processes customer financial transactions including deposits, withdrawals, loan payments, selling of money orders to members, transfers from member accounts as directed and maintaining member records. Balancing of cash drawer and daily transactions.
* Welcome members and provides routine information concerning services and directs member to appropriate department for specific information and service.
* Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.

**Knowledge and Skills:**

**Experience:** One year or more of similar or related experience.

**Education:**  A high school education or GED.

**Interpersonal Skills:** Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

**Other Skills:** Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.