

**Member Services Officer**

**Role:**

To assist members with their loan requests, providing clerical and administrative support needed to process and close member loans.

**Essential Functions & Responsibilities:**

* Takes member loan applications and underwrites according to loan policy and procedure. Follow up with member applications and inquiries. Process the approved loans and set up date to close the loan and make disbursements. Cross-sells other services.
* Identifies and develops cross sell opportunities within credit union membership.
* Reviews online applications.
* Files loan documents with the appropriate agencies.
* Answers member phone calls.
* Identifies and takes action to improve the group’s operating methods and procedures.
* Performs other job-related duties as assigned.

**Knowledge and Skills:**

**Experience:** Three years to five years 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:** Must have good communication skills.

**Please send resume to:** [**hr@rrcu.org**](mailto:hr@rrcu.org) **or River Region Credit Union, Attn: Human Resources, 3124 W. Edgewood Drive, Jefferson City, MO 65109**