



HERSHEY FEDERAL CREDIT UNION JOB DESCRIPTION

POSITION DESCRIPTION:	Member Services Support Specialist
REPORTING TO:	Branch Operations Team Leader
DEPARTMENT:	Member Services
FLSA STATUS:	Non-Exempt
SALARY RANGE:	\$17.00-19.00 (starting, based on experience)

Position Objective

Provide information and service concerning the credit union and its products and services to credit union members, ensuring the highest level of member service. Includes performing routine banking transactions as needed, and assisting with member service-related functions at the credit union.

Responsibilities

1. Represents the credit union in a courteous and professional manner in all member interactions.
2. As a voice of the credit union, you will answer incoming phone calls with a pleasant tone and helpful attitude.
3. Continuously check member voicemail and respond to those calls in a timely manner.
4. Respond to Banno online banking and mobile conversations in a timely manner.
5. Research and solve routine member questions, problems and complaints concerning credit union accounts in a professional, diplomatic manner and escalates in a timely manner.
6. Research member inquiries to ensure timely follow up and satisfaction.
7. Provides accurate information to members regarding account information, Hershey FCU products and services, alternative investments, and credit union policy.
8. Assist members with banking tasks such as looking up account information, account transfers, debit/credit card and online banking assistance, stop payments, check copies, etc.
9. Serves as back up to the teller team when needed for routine transactions such as deposits, withdrawals, check cashing, loan payments, mail transactions, vault balancing, etc.
10. Serve as back up to the Member Service Manager based upon additional training.

11. Accurately and efficiently opens new accounts, and routine transactions in accordance to Hershey FCU policies and procedures.
12. Actively seek solutions to member concerns in a professional and diplomatic manner, and escalate accordingly.
13. Assists members with account reconciliation; research accounts for discrepancies when necessary.
14. Maintains a comprehensive and current knowledge of all Hershey FCU products and services. Explain, promote, and refer relevant products to meet the financial needs of each member.
15. Maintains a comprehensive knowledge of all related policies, procedures, rules, and regulations applicable for the position, and keeps abreast of any changes.
16. Performs various back-office member service-related functions including but not limited to review of new accounts, IRA data processing, Shares Below Par exception tracking, assisting in negative account process, and processing of escheat and dormant accounts.
17. Prevents controllable losses by strict adherence to security, compliance, and fraud & prevention policies and procedures.
18. Adheres to all policies and procedures described in the Employee Handbook.
19. Completes annual mandatory compliance and other trainings.
20. Assists with all other duties as required.

Qualifications

Education and Experience: High school diploma or equivalent.

Other:

- Maintains a professional demeanor in appearance, communication, and action.
- Possesses a high level of interpersonal communication.
- Well organized, able to multi-task and move quickly between priorities.
- Maintains confidentiality of all members.
- Solid working knowledge of PC-based programs.
- Previous financial services experience preferred.

Language Skills:

Ability to read, analyze, and interpret written communications. Ability to comprehend and respond to common employee questions. Ability to effectively present job-related information to employees.

Mathematical Skills:

Ability to perform basic mathematical equations.

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be available and willing to travel to such locations and with such frequency as the employer determines is necessary or desirable to meet its business needs. Must possess sufficient manual dexterity to skillfully operate standard office equipment including but not limited to: a computer, typewriter, adding machine, facsimile machine,

photocopier, and telephone. A telephone device to enhance hearing will be provided if needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift and/or more up to 30 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.