



POSITION POSTING

LLCU has an opening for the position of **Member Service Rep/ Loan Interviewer** for the Springfield Office. The majority of the duties are, but not limited to, the following:

Duties and Responsibilities:

- **Provide excellent service to the members by listening, educating and identifying their needs and cross-selling all products/services that meet those needs and, at the same time, help the credit union to prosper. Timing for cross-selling is crucial. It may require asking the member for an appropriate time to make a follow-up phone call.**
- Assists new members in completing membership cards, joint account agreement, and designation of beneficiary. Runs consumer reports.
- Always checks to see if each new member has had previous membership in Credit Union. If member has had previous membership with Credit Union, must check to satisfy member's record of good standing.
- Opens new share draft, share certificate and money market accounts.
- Answers questions asked by members in regards to dividends, withdrawals, statements, check orders, Share Draft problems, etc.
- Smiling, friendly, outgoing personality with members and co workers
- Easily motivated, reliable and willing to be a team player
- Maintain work area in orderly manner.
- Knows credit unions philosophy and policies to answer inquiries of a specific nature.
- Assists members with fraud on their accounts
- Processes Stop Payments
- Orders checks
- Prints out labels for new folders
- Assists members by providing general information about Credit Union. Directs members to proper department necessary to meet requests.
- Assists with ATM/Debit Card issues.
- Performs other teller duties when not scheduled at the Member Service Desk.
- Will be trained on the loan interviewing procedures after training for MSR.

Suggested qualification requirements:

High School graduate, ability to type accurately. Must be in good standing at LLCU. Adhere to attendance policy. Must have been meeting your touchpoint goals. Be a good ambassador for LLCU.