

## **MSR II**

### **Why Work for Mainstreet Credit Union?**

Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

### **Let's Learn About the Job**

#### **Position Overview:**

The Member Service Representative II position is responsible for determining members' financial needs and cross-selling appropriate products. This position also assists members with account openings, loan inquiries and offers processing support.

#### **Major Responsibilities:**

1. Recommends products and services which best meet the members' needs and support the credit union's sales philosophy and goals.
2. Assists members with account openings to include checking, shares, certificates, money markets, IRAs, Trust accounts, etc.
3. Provides knowledgeable and professional service to members and potential members by striving to fulfill members financial needs related to lending and/or non-lending products and services.
4. Assists with loan clerical activities to include research (i.e., V.O.E.s, Payoffs, V.O.D.s ChexSystems, and Credit Reports) interviews, and loan closings.
5. Assists teller/information areas as needed

6. Assists members with basic Safe Deposit Box Needs.
7. Performs other duties as assigned by supervisor or manager.

**Knowledge, Skills and Abilities:**

- Ability to resolve difficult situations with tact and diplomacy.
- Effective communication skills, both in person and by telephone.
- Ability to read and comprehend simple instructions, short correspondence and memos.
- Strong organizational and time management skills.
- Attentiveness and information retention.
- Mathematical skills.
- Detail oriented.
- Knowledge of cross selling techniques.
- Understanding and use of good judgment.
- Ability to operate standard office equipment and tools.
- Ability to accurately handle cash in a speedy manner when dealing with members and balancing cash before and after use.

**Required Education and Experience:**

- High school diploma or general education degree (GED).
- Minimum of two (2) years of experience in sales, loan processing and teller administration.

**Physical Requirements:**

- Lifting (requires up to 50 lbs.)
- Regularly required to talk and hear. Frequently required to stand, sit, walk, use hands to finger, handle or feel; and reach with hands and arms.

**Company Overview**

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 60,000 members, 12 branches across 9 cities, and a much shorter name!