



## Job Description

<b>Job Title:</b> Member Experience Representative	<b>Work Location:</b> Various Branches
<b>Department:</b> Branch Operations	<b>Position Status:</b> Full-time, Part-time, or Part-week
<b>Direct Supervisor:</b> Assistant Branch Manager/Branch Manager	<b>FLSA Status:</b> Non-Exempt

### **Company Expectations**

In the performance of their respective responsibilities, all employees are expected to perform the following:

- Predictable and reliable attendance as required to successfully perform the duties of the position.
- Foster a positive and supportive work environment conducive to the credit union's culture initiatives by adhering to Mainstreet Credit Union's service standards and values.
- Ability to perform job expectations in an accurate and efficient manner.
- Complete required new hire, on-the-job and additional training as indicated by management and company policy.
- Comply with all Mainstreet Credit Union policies and procedures as communicated in the Employee Handbook or elsewhere.

### **Position Overview**

Patient and friendly, a successful Member Experience Representative has excellent people skills and enjoys solving problems. They remain positive, composed and work well under pressure. They will serve as the first point of contact and are critical to positively impacting the member's experience and building a trust-based relationship with the credit union. Member Experience Representatives are responsible for providing members with exceptional service by listening to members' requests, handling transactions, and providing a soft-hand-off to appropriate team members when necessary. Promoting the credit union products and services to applicable member situations is an important aspect of this position.

### **Major Responsibilities**

1. Interact with members utilizing the credit union service standards: greet members in-person to respond to their needs and concern(s). Deliver high-quality member service, listening to members' requests and working to find the appropriate solution. Provide a soft-hand-off to the appropriate person or department as necessary.

2. Process and audit transactions, including deposits, withdrawals, purchases, transfers and payments. In charge of maintaining and balancing a cash drawer and adhere to established cash handling and balancing procedures.
3. Build rapport with members and display a needs and value-based approach in referring credit union products and services: Assess member needs while processing transactions and identify opportunities to support members' financial needs based on Mainstreet Credit Union's product or service offerings while making appropriate recommendations and/or referrals.
4. Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled by this position.
5. Promote and maintain a positive image of Mainstreet Credit Union at all times to current and potential members and the community.
6. Perform membership maintenance as necessary and required.
7. Maintain a thorough understanding of state and federal laws and regulations related to credit union compliance including bank secrecy act, anti-money laundering and elder financial abuse laws appropriate to the position.
8. Meet or exceed goals as established by management.
9. Must have the flexibility to work during the necessary business hours. This includes opening and closing the branch and assisting other staff in completion of daily activities, as needed.
10. Must be available and willing to travel to such locations and with such frequency as determined necessary or desirable to meet the business needs of the credit union.
11. Perform other duties as assigned by supervisor or manager.

### **Required Qualifications**

- High school diploma or general education degree (GED).
- One month to twelve months prior experience working in retail or financial environment to include cash handling and providing exceptional service while building rapport with members/customers.
- Excellent communication skills allowing for positive interactions with members.
- Thrive in a fast-paced environment with the ability to prioritize multiple tasks daily.
- Ability to handle cash with speed and accuracy.
- Exhibit enthusiasm and professionalism along with a high level of ownership and accountability.
- Understanding and use of good judgment.
- Relevant computer skills and ability to acclimate to required systems with speed and accuracy.
- Regularly required to stand; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. Frequently required to walk and stand. Occasionally required to stoop, kneel, crouch, or crawl.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Does require occasional lifting up to 50 pounds