

## **MSR I / Information Desk Attendant**

### **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 MSR I / Information Desk Attendant position is responsible for greeting members, answering incoming calls, and directing members to appropriate personnel. Additionally, this position answers member inquiries by providing relevant information about credit union products and services.

#### **Major Responsibilities:**

1. Inquires about members' financial needs and directs members to appropriate staff.
2. Provides clerical support to loan officers.
3. Cross-sells and promotes credit union products.
4. Provides cross selling efforts which best meet the members' needs and support the credit union's sales philosophy and goals.
5. Assists with loan clerical activities to include research (i.e., verification of employment and deposit forms, payoffs, LMS, and credit checks). May process in-coming mail.
6. Assists members in opening accounts as needed.
7. Performs as relief teller as needed.

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

**Knowledge, Skills and Abilities:**

- Displays knowledge of teller functions and cross-selling action steps
- Understanding and use of good judgment
- Time management skills, accuracy and efficiency in performing job expectations
- Personal computer, use of 10-key, keyboard, facsimile machine and relevant office equipment
- Working knowledge of electronic banking and payment systems, coin machine, & ATM machine
- Good interpersonal, communication skills to interact with members and co-workers

**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.

**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!