

MSR Lead

Why Work for Mainstreet Credit Union?

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, 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 Branch MSR Lead is responsible for leading the Member Service Representatives within the branch in opening accounts, handling teller transactions, determining members' needs and cross-selling appropriate products. This employee is responsible for establishing new member relationships, enhancing current member relationships and meeting or ensuring sales goals are met and/or exceeded to include recommending products and services which best meet the members' needs and supports the credit union's sales philosophy and goals. Additionally, assists members with loan inquiries to include interviews, approvals, loan closings, and clerical support.

Major Responsibilities:

1. Enhances the Credit Union's reputation by providing knowledgeable and professional service to current and potential members.
2. Fulfills members financial needs related to lending and/or non-lending products and services and assists in problem solving.

3. Responsible for establishing new member relationships and meeting or exceeding sales goals as established by management.
4. Performs loan processing activities to include research, (i.e., Payoffs, Debit Bureau Reports, Credit Reports), interviews, loan approvals (within limits set by policy), and loan closings.
5. Performs as a paying and receiving teller.
6. Meets or exceeds established cross selling goals established by management.
7. Performs other duties as assigned by supervisor or manager.

Knowledge, Skills and Abilities:

- Exceptional customer service skills.
- A solid understanding of regulatory and compliance standards, including but not limited to the Privacy Act, Bank Secrecy Act, USA Patriot Act/CIP and OFAC requirements. Must complete compliance training requirements as established by Mainstreet CU.
- Must meet all criteria for registration in the Nationwide Mortgage Licensing System & Registry (NMLS).
- Working knowledge of cross-selling techniques.
- Knowledge of credit union products and services.
- Knowledge of credit union lending policy/procedures.
- Time management skills.
- Proper business and personal etiquette.
- Negotiating/problem solving skills.
- Good judgment skills.
- Knowledge of teller functions.

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!