



**POSITION DESCRIPTION**  
**MEMBER SERVICES REPRESENTATIVE 1**

**POSITION TITLE:** Member Services Representative 1  
**REPORTS TO:** VP Operations  
**BRANCH:** All Branches  
**STATUS:** Non-exempt

**POSITION SUMMARY**

The Member Services Representative 1 performs all paying/receiving member transactions, performs routine financial services duties, and greets and directs members.

**GENERAL JOB REQUIREMENTS**

- Ability to work in a multi-tasked environment;
- Deliver all services in a timely professional and courteous manner;
- Maintain satisfactory attendance which includes working scheduled shifts and arriving on time;
- Be engaged and helpful to both members and co-workers and create a positive working environment;
- Job functions will be performed in accordance with all Latah CU policies and procedures at all times, including those policies and procedures set forth in the most current version of the Latah Credit Union Employee Handbook;
- Practices and maintains a high awareness of member confidentiality and all security, safety and internal control procedures;
- Greets members and prospective members, establishes priorities, and directs members to appropriate department;
- Performs proper telephone and message taking etiquette, attending to member inquiries, directing calls to the appropriate party;
- Responsible for maintaining a professional, neat appearance of work space, lobby and reception area;
- Provide excellent, efficient and courteous member service at all times;
- Accepts feedback and makes an effort to incorporate changes as requested;
- Perform 8 hours of community service per calendar year to include both during work hours and after work hours; and
- Will attend and travel to all required trainings outside of scheduled work hours.

**MAJOR DUTIES AND RESPONSIBILITIES**

The timely and accurate completion of the following duties including, but not limited to:

- Conducts all paying/receiving transactions, data entry, and records all pertinent information accurately and thoroughly;
- Controls, maintains, and secures all cash within established limits;
- Balances daily transactions in an accurate and precise manner;
- Accurately completes and processes data changes to member accounts;
- Accurately complete stop payments, address changes, check orders, debit card orders, temporary checks, direct deposits, share certificates, etc.;
- Provides members with general Credit Union information including rates and services;
- Basic knowledge and understanding of Latah CU products and services



- Basic knowledge of and compliance with all BSA, AML, Identification, and Patriot Act requirements as they relate to member and non-member interaction;
- Basic knowledge of and compliance with all Latah CU policies and guidelines to member service;
- Organizational skills and emphasis on time management;
- Interpersonal skills with service oriented focus; and
- Other duties as assigned.

**PHYSICAL REQUIREMENTS**

- Ability to sit for extended periods of time;
- Ability to read, write and speak English;
- Ability to perform repetitive motion tasks (using PC, 10 key);
- Ability to drive and travel to other locations as needed; and
- Ability to lift and carry approximately 30 lbs.

I have read the above job description for MSR 1 and received a copy of it. I understand that this job description is not an employment contract between me and Latah Credit Union and does not necessarily cover every aspect of my duties and responsibilities. I also understand that this job description may be amended at any time by Latah Credit Union.

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Employee Signature

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Date