

## **Greenwood Credit Union is seeking a full-time bilingual Member Service Representative**

A Member Service Representative is responsible for serving as a liaison between the member and the Credit Union. Overall duties include opening new accounts, resolving issues, providing account information by phone or in person, as well as information on the full range of Credit Union products and services and professionally handle the member's daily needs in accordance with established Credit Union policies, procedures, and legal and regulatory guidelines.

### **The essential functions of this position may include, but are not limited to:**

- Greet and welcome members and visitors to the Credit Union in a courteous and professional manner.
- Provide prompt, efficient and accurate service to members in the processing of transactions and general and specific service-related information concerning Credit Union services or policies.
- Assist members with opening new accounts and service existing accounts including handling requests from members for a variety of account transactions.
- Assist members in resolving problems with accounts and perform a variety of account maintenance.
- Respond to members' requests, problems, and complaints and/or direct them to the appropriate person for specific information and assistance.
- Work in conjunction with other departments within the Credit Union to support each other's needs and the needs of GCU members and prospective members including serving as a translator to accommodate the Credit Union's diverse membership.
- Possess knowledge of and comply with Credit Union internal policies and procedures and regulatory laws applicable to position, particularly Bank Secrecy Act/Anti-Money Laundering/CIP (U.S. Patriot Act)
- Represent the Credit Union in a professional and responsible manner through written and verbal communication, attitude, appearance, work area, and thorough knowledge of GCU products and services.

### **Qualifications include, but are not limited to:**

- High school diploma or equivalent required
- Minimum one year of related experience in customer service and/or bank teller operations
- Must be fluent in English; Bilingual in Spanish or Portuguese required.
- Exceptional and effective interpersonal, verbal and written communication and phone skills
- Full understanding of standard bank account transactions
- Working knowledge of Microsoft products.
- Proficient computer/PC skills with accurate data entry and strong mathematical skills
- Knowledge of and adherence to proper telephone etiquette.
- Developed time management and organizational skills with attention to detail
- Ability to remain professional and objective when presented with difficult situations and effectively and professionally take control of a conversation with a difficult member, as necessary.
- Work a minimum of forty (40) hours per week; Dependability and flexibility with work hours and assignments
- Commitment to team environment, member confidentiality and outstanding member service

All candidates will be required to consent to a background screening which may include criminal and credit checks.

A complete Job Description and analysis of the physical and mental demands of this position are available upon request.

**Qualified applicants only should respond with cover letter and resume to [hr-msr@greenwoodcu.org](mailto:hr-msr@greenwoodcu.org)**

**Application deadline is Friday, February 17, 2017.**

Greenwood Credit Union is an Equal Opportunity/Affirmative Action Employer and therefore provides equal employment and advancement opportunities to all employees and applicants for employment without regard to race, color, ethnicity, religion, gender, pregnancy/childbirth, age, national origin, sexual orientation, gender identity or expression, disability or perceived disability, genetic information, citizenship, veteran or military status, marital or domestic partner status, or any other category protected by federal, state and/or local laws.