



WHITEROSECU.COM | (717) 755-9773 | TOLL FREE (888) 755-9773

Position: Full-Time Floating Member Service Representative

Reports to: Branch Manager

Purpose: The successful applicant will serve as a liaison between the members and the credit union. Responsible for providing account information by phone or in person, as well as information on the full range of credit union products and services. Assist members with routine financial transactions, including making deposits, handling withdrawals, and issuing money orders or official checks.

Duties/Responsibilities:

1. Greet and welcome members to the credit union in a courteous, professional, and timely manner.
2. Represent the credit union to members in a courteous and professional manner and provide prompt, efficient and accurate service in the processing of transactions.
3. Provide in-person and by-telephone general and specific service-related information concerning credit union services or policies.
4. May respond to email or other electronic requests submitted by members, again providing professional, prompt, efficient, and accurate service, and information.
5. Respond to members' requests, problems, and complaints; report all complaints resolved or otherwise to the Branch Manager in a timely manner.
6. Accurately and efficiently process transactions for members in accordance with credit union policies and procedures.
7. Promote credit union products and services based on member's needs.
8. Responsible for reconciling cash drawers/cash recyclers.
9. Assist members with scheduling appointments for new accounts, new loans or account maintenance.
10. Provide information on investment alternatives to members wishing to deposit funds with the credit union.
11. Research accounts for deposits, withdrawal, and loan-payment discrepancies.
12. Review new account documents and maintenance forms for accuracy before scanning them for safekeeping.
13. Maintain up-to-date information on all credit union products, policies and services that are handled by member service representatives. Remain knowledgeable regarding rules and regulations for the member service area including robbery procedures.
14. Ensure that the workstation is properly stocked with forms, supplies, brochures, etc.
15. Report any problems or concerns to the Branch Manager.
16. Keep your work area and equipment clean and neat.
17. Perform other duties as requested by the Branch Manager.
18. Must be able to work the hours of operations to include Saturday's.

Experience:

- 6 months to 2 years of member/customer service or equivalent combination of education and experience
- Computer experience
- Handling of cash

Skills:

- Good Interpersonal skills/Phone skills
- Ability to be able to clearly communicate verbally and written
- Ability to Multitask
- Bilingual is a plus

It's your career. We care.

Corporate Office: White Rose Credit Union | 3498 Industrial Drive | York, PA 17402
Dallastown | Downtown | East York | Manchester | West York

Education required:

- High School Diploma/Equivalent

Physical Requirements:

- While performing the duties of this job, the employee is required to have the ability to sit, stand and walk throughout the workday; the position requires the use of fingers, hands, and arms to use the phone and keyboard on a consistent basis; the position may need to lift and/or move up to 50 pounds on occasion. Specific vision required for the position includes close vision, distance vision, and the ability to adjust focus, such as to work on computers. Traveling is required for this position. The position may require the employee to sometimes work irregular or extended work hours.

Work Environment:

- The standard work environment has moderate noise levels associated with members, computer equipment, and phone conversations.

It's your career. We care.

Corporate Office: White Rose Credit Union | 3498 Industrial Drive | York, PA 17402
Dallastown | Downtown | East York | Manchester | West York