



WE ARE HIRING!

NRS Community Development
Federal Credit Union is looking for a
Member Service Representative

JOIN OUR TEAM!

MEMBER SERVICE REPRESENTATIVE Duties and Responsibilities:

Interact with Customers

Member Service Representatives take calls or greet members in-person to respond to their needs and concern. They deliver high-quality customer service, listening to members' requests and working to find the appropriate solution. They transfer members to the appropriate office, or assist them themselves.

Investigate and Resolve Complaints and Concerns

When faced with member complaints, Member Service Representatives work to provide a solution. They interact with internal resources to identify the issue, respond to concerns and follow up with a satisfactory resolution in a timely and affective manner.

Provide Information



Member Service Representatives are responsible for providing ongoing education and information to members in regards to the credit union's benefits, policies and procedures. They must be aware of all of the credit union's services and processes to provide accurate information.

Process Transactions

Member Service Representatives process and audit transactions, including opening accounts, deposits, withdrawals, purchases, transfers and payments. They may be in charge of maintaining and balancing a cash drawer, and must adhere to established cash handling and balancing procedures.

Cross-sell Products

While assisting clients, Member Service Representatives must make an effort to recommend and cross-sell products and services to meet member needs. They must have thorough knowledge of products and services available, as well as competitor products and services.

Member Service Representative Skills



Patient and friendly, a successful Member Service Representative has excellent people skills and enjoys solving problems. They are able to remain positive composed, and work well under pressure. In addition to these general skills and personality traits, employers are seeking Member Service Representative candidates with the following skills.

Core skills:

Excellent verbal and written communication skills

Strong interpersonal skills

Active listening skills to accurately respond to inquiries and requests

Ability to compute basic arithmetic and work with numbers

Basic personal computer skills and Microsoft Word and Excel

Must be detail oriented and well organized

Advanced skills:

Previous sales experience

Familiarity with savings and checking products, accounts and services

Please submit your resume to Brooke Smedley at bsmedley@nrschurch.org