

# Bowater Credit Union

## Member Service Assistant

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### **Role:**

Primarily responsible for serving as a liaison between the member and the credit union by providing a variety of transaction services to members, including but not limited to opening new accounts, and receiving deposits and payments. Provides excellent service to members.

### **Essential Functions & Responsibilities:**

- 30% Welcomes members and provides routine information concerning services and ensures members receive any specific information and service needed.
- 30% Process financial transactions for members within established credit union policies and procedures, both in person and by telephone; financial transactions include deposits, payments, withdrawals, transfers, and line of credit advances.
- 10% Open new accounts, including providing members with all necessary information and disclosures, securing proper signatures on all documents, and setting up new account files.
- 10% Process new and maturing certificates of deposit.
- 10% Respond to member questions, problems, and complaints promptly and with courtesy; direct members to another person only if absolutely necessary.
- 5% Promote credit union services as appropriate, based on member needs.
- 5% Performs other job related duties as assigned.

### **Knowledge and Skills:**

- Experience Up to six months of similar or related experience.
- Education A high school education or GED.
- Interpersonal Skills Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
- Other Skills Working knowledge of principles and processes for providing member and personal services. Actively looks for ways to help people. Communicates information and ideas in speaking so others will understand. Working knowledge of related computer systems and applications.