



Puget Sound Cooperative Credit Union **DUTIES & EXPECTATIONS**

Orcas Island Member Service Representative

The position is responsible for providing an excellent member experience by showing care, delivering service with energy, and taking ownership of being an expert in problem resolution.

Job Functions:

- Processes transactions, including cash handling.
- Maintains in-depth knowledge of products, services, and partnerships.
- Identifies and offers products and services that are in the member's best interest.
- Emphasizes the features of products to highlight how to solve member problems.
- Conveys clearly the benefits of a product to members.
- Demonstrate support of Credit Union values, mission and vision.
- Process new membership, additional accounts, and account maintenance, dependent upon branch need and assigned role.
- Act as primary contact for all potential, new, and existing members with direct, online, and telephone contact.
- Obtain knowledge of financial products and services to meet the needs of our members and potential members.
- Accurately and efficiently complete all documentation and forms according to policies and procedures.
- Contribute to efficient and effective branch operations by performing other related duties as assigned.
- Regular attendance and punctuality is required. Employees are expected to be at their workstations ready to work at the start of their scheduled shift and resumption of work duties after breaks and meal periods.
- Business casual attire required.

Knowledge, Skills, and Abilities

- Proficiency with PC and software, including Windows, Excel, and Word.
- Ability to read, write, speak, and use proper grammar in English. Ability to read, analyze written instructions, correspondence, and procedure manuals. Ability to write simple business correspondence. Ability to communicate verbally both in person and on the telephone.
- Ability to speak effectively to members regarding sensitive inquiries or complaints.
- High School Diploma or GED equivalent required.
- Cash handling, banking, or credit union experience preferred.

PSCCU reserves the right to revise or change the job description as the need arises. This job description is not all inclusive of the total job responsibilities nor does it constitute written or implied contract of employment.



Job Type: Full-time

- Hours 8:45 am to 5:15 pm Monday – Friday (some weekends if covering special events)
- Free parking

Pay:

- Depends on experience

To apply:

Email your resume to orcas@psccu.org and mention the position you are applying for.