

JOB DESCRIPTION

Position: Member Service Representative
Reports to: Assistant Manager

Group: 1

Primary Responsibility / Basic Purpose:

Under direct supervision, the Member Service Representative processes a variety of financial and non-financial transactions for members within the guidelines established. Coastal Community strives "to be the leaders in building relationships that improve financial health, enrich people's lives and build healthier communities". It is the responsibility of the Member Service Representative to be the primary point of contact for members and carry the vision statement forward in order to build, maintain, attract and expand the member's relationship with Coastal Community.

Representative Duties:

1. Accurately processes a variety of transactions to meet the needs of our members.
2. Provide sales and service expertise to inform members of new products/services and changes to existing products/services.
3. Answer telephone inquiries.
4. Provide members access into safety deposit boxes.
5. End of day processing and balancing to be completed in a timely manner as per established procedures.
6. Performs other related duties as assigned.

Required Qualifications:

- Secondary school diploma with academic emphasis plus one year post-secondary education.
- Minimum of one year work experience in the sales and service environment or an equivalent combination of education and experience.
- Excellent written and verbal communication skills.

Required Abilities:

- Proficient with the Windows suite of programs.
- Ability to utilize sound judgement in developing recommendations.
- Ability to build member relationships resulting in expanded share of wallet.
- Ability to multitask while providing quality member service.

Skills to Benefit this Position Include:

- Member Service Skills
- Time Management Skills
- Interpersonal Skills
- Problem Solving Skills