

Galaxy Federal Credit Union

MSR Job Description

Job Summary

This is a Global position, requiring the candidate to alternate between the teller line and member service platform.

TASKS:

- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Enter members' transactions into computers to record transactions and issue computer-generated receipts
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Count currency, coins, and checks received.
- Answer members' questions, and explain available services such as deposit accounts, loans, and online banking.
- Compile information about new accounts, enter account information into computers, and file related forms or other documents.
- Inform members of procedures for applying for services such as ATM cards, direct deposit of checks, and certificates of deposit.
- Open new deposit accounts and take applications for new loans.
- Maintain all member files by filing papers each day, assisting with closed loans, and keeping all files in general good order.

KNOWLEDGE:

Member Service - Knowledge of principles and processes for providing member services. This includes member needs assessment, meeting quality standards for services, and evaluation of member satisfaction.

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- Sales and Marketing - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Economics and Accounting - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Job Type: Part-time

Salary: \$9.50 /hour