

TITLE: Member Service Intern

REPORTS TO: Member Service Specialist

Purpose

Ensure that members have an excellent experience at the credit union. Maintain a welcoming and hospitable lobby. Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures. Assist in creating and promoting marketing campaigns to increase membership and product usage.

Duties and Responsibilities

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions and superb service.
2. Receive checks and cash for deposit to accounts, verify amounts, examine checks for proper endorsement, and enter deposits into computer records.
3. Cash checks and process withdrawals; pay out money after verification of signatures and member balances.
4. Receive mortgage, consumer loan, and other payments, and ensure the payments match balances due. Enter payments into computer. Generate member receipts.
5. Assist with mail or email transactions, when available.
6. Place hold on accounts for uncollected funds.
7. Count, check, and package coins and currency.
8. Balance cash drawer at the end of the shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the supervisor as necessary.
9. Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the lobby and teller area, including robbery procedures.
10. Promote, explain, and cross-sell other credit union services such as consumer and mortgage loans, IRAs, certificates, safe deposit boxes, debit and credit cards, on-line banking, traveler's checks, and money orders.
11. Assist in creating marketing initiatives that increase membership and product usage.
12. Ensure the cleanliness of the lobby and public areas, as well as the front teller line, and ensure that everything is properly stocked with forms, supplies, brochures, coffee, water, etc.
13. Report malfunctions of teller terminals and other equipment, or any other facilities issues to the Member Service Specialist to be corrected.
14. Check night depository bags and record proper information according to credit union procedures.
15. Other duties as assigned