

Job Title	Floating Member Service Representative (Dallas Area)		
Department/Group	Retail Services	Position Type	Full-Time
Reports to:	Retail Operations Manager	FLSA Status	Non-Exempt
Location	Based in Garland, TX	Supervises Direct:	N/A
Schedule	To be determined; Required to work a minimum 2 Saturdays each month.		
Travel Required	Moderate travel in DFW area, as required by assignment.		

Job Description

SUMMARY

America's Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for a **Floating Member Service Representative** for our Retail Services Division in the DFW area.

America's Credit Union provides a world-class complement of financial services to over 250 organizations, local residents and their families in Texas and Missouri. Originally founded in 1934, our roots are founded on serving employees of the early pioneers of modern American industry, such as AT&T and Kraft Foods. We strive to stay on the leading edge of member-driven technology and service.

At ACU, the **Floating Member Service Representative** is one of the first smiles that our members see when they visit our branches. They are responsible for assisting the branches in staffing by filling in where needed during peak times, staffing shortages, business development events or any other times as directed by the Retail Operations Manager. While at the branch, the Floating Member Service Representative is responsible for assisting members with transactions and performing other teller duties or assisting the member service area by helping members with accounts and loans.

Note: This is a "floating" position that is required to travel and work at any DFW area branch, as needed.

ROLE AND RESPONSIBILITIES

- **Member Services:** Assists members with opening and closing accounts, answering questions about products and services. Identifies cross-sell opportunities and initiates non-collateralized loans, deposit products and services for members and potential members. Processes account documents and ensures they follow credit union policies and legal requirements.
- **Teller:** Receives and processes member financial transactions, including deposits, withdrawals, and loan payments, etc. Identify cross-sell opportunities and refer members to MSR, PSO or Manager for additional products and services. Help with other teller duties including dual control, vault and ATM work, logs, remote deposit, etc.
- Performs a variety of miscellaneous duties including assisting with outbound calling efforts, attending business development events, and assisting the Regional Retail Manager with other promotions and campaigns.
- Offers credit union products and services to members and potential members.
- Other duties as assigned.

KNOWLEDGE, EXPERIENCE & SKILLS

- 3 to 5 years of similar or related experience in the financial industry.
- High school diploma or equivalent.
- Ability to work effectively in a fast-paced environment.
- Ability to complete assigned tasks with moderate supervision.
- Ability to utilize downtime wisely when traffic slows down.
- Ability to maintain composure and think clearly in stressful situations.

- Good with detail to deal with numbers and names.
- Excellent verbal and written communications skills.
- Excellent time management and organizational skills.
- Able to lift 20 lbs.