

Job Title	Teller/Member Services Representative (MSR)		
Department/Group	Retail Services	Position Type	Full-Time
Reports to:	Branch Manager	FLSA Status	Non-Exempt
Location	Springfield, MO	Supervises Direct:	N/A
Schedule	To be determined; Required to work a minimum 2 Saturdays each month.		
Travel Required	Travel may be necessary on occasion if assistance is needed at a different branch. Mileage is reimbursed by the Credit Union when these occasions do arise.		

Job Description

SUMMARY

America's Credit Union, a Dallas/Fort Worth, TX based credit union, is looking for a **Teller/Member Services Representative** for our Retail Branch in Springfield, MO.

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 **Teller/MSR** is one of the first smiles that our members see when they visit our branches. A Teller/MSR is responsible for assisting members with transactions and perform other teller duties or assist the member service area by helping members with accounts and loans. A Teller/MSR may be assigned primarily to the teller line or to the member service area. Those who are assigned primarily to a teller role will not be assigned member service production goals but will be assigned teller referral goals and will be required to fill in on the member services side when needed. Teller/MSRs are also encouraged to utilize good service and conversation to uncover potential needs for products and services with ACU.

ROLE AND RESPONSIBILITIES

- **Teller:** Receives and processes member financial transactions, including deposits, withdrawals, and loan payments, etc. Identify cross-sell opportunities and refer members to PSO or Manager for additional products and services. Help with other teller duties including dual control, vault and ATM work, logs, remote deposit, etc. Provides guidance and overrides to other tellers and acts as a Sr. Teller when on the teller line. Understands and complies with ACU's Teller Balancing Standards and all other policies and procedures.
- **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.
- Performs a variety of miscellaneous duties including assisting with outbound calling efforts, attending business development events, and assisting the branches with other promotions and campaigns. MSRs are senior employees when on the teller line, and are expected to help train, coach, and guide new and existing Tellers.
- Other duties as assigned.

KNOWLEDGE, EXPERIENCE & SKILLS

- 1 to 3 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.