MEMBER SERVICE REPRESENTATIVE I/II – MWE #1348641

POSITION SUMMARY:

MSR I: Under general supervision, acting as a liaison for the credit union to maintain member loyalty by efficiently meeting the needs or requests of the member. Provide accurate account information as requested by the member and provide information about the various credit union products and services to members and prospective members. Opens new accounts, resolves issues and professionally handles members’ inquiries face to face. Provides a variety of transactional services for members’ accounts on deposit and loan products. Ability to recognize additional financial service needs of the member and able to promote and explain these services/products to the member.

MSR II: Under moderate supervision, acting as a liaison for the credit union to maintain member loyalty by efficiently meeting the needs or requests of the member. Provide accurate account information as requested by the member and provide information about the various credit union products and services to members and prospective members. Opens new accounts, resolves issues and professionally handles members’ inquiries face to face. Provides a variety of transactional services for members’ accounts on deposit and loan products. Ability to recognize additional financial service needs of the member and able to promote and explain these services/products to the member. Ability to assist with Teller functions. Conduct on the job training for MSR I.

QUALIFICATIONS:

- High School diploma, general studies required.
- 12-18 months Teller/Member Service required.
- Financial services background preferred. Proficient in the lending process including; input, maintenance.
- Proficient written and oral communication skills.
- Participation in Business Development activities required.

LOCATION: Headquarters Branch - One South Street, Baltimore, MD 21202

SHIFT: FULL-TIME (INCLUDES SATURDAYS)

To Apply: Please email resume to clester@oedworks.com
Subject Line MEMBER SERVICE REPRESENTATIVE

All applicants must register with the Maryland Workforce Exchange. Please visit Maryland Workforce Exchange (MWE) at:
https://mwejobs.maryland.gov

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