Member Service Representative I (MSR-I) - Main Branch, Tuscaloosa, AL

The role of the Member Service Representative I position is to assist Alabama Credit Union members with their financial transactions, involving paying and receiving cash and other negotiable instruments. This position is located in the main branch (Bryant Drive) in Tuscaloosa, with travel to other area branches required on occasion.

Member Service Representative I Duties (Note: This list of duties is NOT all-inclusive.)

- Posts transactions to members' accounts (deposits, withdrawals, loan & credit card payments, etc.)
- Sells money orders and traveler's checks, and transfers amounts from member accounts as directed
- Receives debit card and check orders from members
- Cashes bonds for members
- Closes accounts as requested by members
- Processes address changes and payroll deduction requests
- Balances cash drawer and daily transactions
- Cross-sells credit union products and services
- Balances transactions totals for each assigned ATM according to established standards and regulations
- Complies with established policy and regulations
- Performs a variety of miscellaneous tasks including typing, filing, computer input, and answering telephone
- Provides friendly, accurate service to all members and employees.
- Travel to other area branches may be required upon occasion for all Member Service Representative positions.
- Serves on High Performance Teams (HPTs) and supports co-workers in their HPT efforts.

Qualifications
Successful Member Service Representative I candidates will possess the following:

- Up to six months of similar or related experience
- A high school diploma or equivalent
- Courtesy, tact, and diplomacy; ability to talk to strangers about potentially sensitive topics. A pleasant, friendly disposition is a must.
- Proficiency in computer applications, including Microsoft Word, Excel, and web-based applications
- Basic keyboarding
- Proficiency with a ten-key calculator
- Ability to count cash
- Ability to see, talk, sit, stand, push, pull, reach, grasp, use fine motor coordination of the hands; and lift and carry up to 10 pounds regularly, 25 pounds routinely, and 40 pounds occasionally within branch.
- Good oral and written communication skills; good organizational skills
- Ability to listen to and comprehend member and co-worker needs
- Ability to resolve member and co-worker problems efficiently and appropriately
- Self-motivation to complete job tasks to the best of personal ability
- Eagerness to learn new information in a fast-paced environment, and adaptability to apply new information as appropriate
- Ability to work in a team environment, exchanging ideas and coming to consensus with Member Service Representative I and other individuals from other departments and geographic areas

To Apply
If all of these qualifications apply to you, please apply to join the Alabama Credit Union team!
Interested candidates may apply online no later than March 20, 2015 at the Alabama Credit Union website: www.alabamacu.com/Careers