Member Service Representative I (MSR-I)- Indian Hills branch, Tuscaloosa

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 at the Indian Hills branch (McFarland Boulevard) in Tuscaloosa, AL.

Duties include posting transactions and performing a variety of member service–oriented tasks (such as selling money orders and travelers checks; receiving debit card and check orders; providing information about appropriate products and services; processing administrative changes such as address changes and payroll deduction requests; balancing daily transactions; and serving on cross-functional project teams). Travel to other area branches is required of this position in order to best serve the member base.

Qualifications
Successful candidates will possess ALL of the following:

- One to twelve months of similar or related experience preferred. Experience in a credit union or retail sales environment, or a combination of both is strongly preferred.
- Courtesy, tact, and diplomacy; ability to talk to strangers about potentially sensitive topics. A pleasant, friendly disposition is a must and the ability to remain calm in high-pressure situations is essential to success in this position.
- Ability to travel independently to other branches, as needed, with little or no advance notice
- Good oral and written communication skills; good organizational skills
- Ability to describe and sell appropriate products and services to members
- Ability to listen to and comprehend member and co-worker needs, and solve 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 individuals from other departments and geographic areas
- A high school diploma or equivalent
- Proficiency in computer applications, including Microsoft Word, Excel, and web-based applications
- Ability to learn and use core processing software
- Ability to count cash; proficiency with a ten-key calculator; Keyboarding 30 WPM or better

If all of these qualifications apply to you, please apply to join the Alabama Credit Union team!

To Apply for the Member Service Representative I position:
Interested candidates may apply online no later than August 28, 2015 at the Alabama Credit Union Careers page: www.alabamacu.com/Careers

At Alabama Credit Union, our employees feel good about their careers. We create an environment rich in learning and advancement opportunities, community support activities, and chances to provide input on company initiatives. Our “Best Companies to Work For in Alabama” and “Best Credit Unions” designations say it best—our employees feel good about their lives.