

ASI FEDERAL CREDIT UNION JOB DESCRIPTION

JOB TITLE: TELEPHONE SERVICE REPRESENTATIVE (TSR)

REPORTS TO: TELEPHONE SERVICE REPRESENTATIVE SUPERVISOR

SCOPE:

Act as a dedicated member of the ASIFCU team always searching for and being open to new ways in which the credit union can be of service to its members. Perform a variety of tasks within the Telephone Service Department that promotes the economic development of the communities that ASI serves by providing cost effective financial services for the benefit of our members who are our primary focus.

PRIMARY FUNCTIONS:

Serve members' personal financial needs as they relate to member accounts.

KEY AREAS OF RESPONSIBILITY:

- Provide members with specific in-person and/or telephone counseling and education regarding member services and loans, credit union policies, procedures and requirements and federal and state regulations.
- Open and close all types of member savings accounts.
- Cross-sell all credit union savings accounts, loan products and other services.
- Handle all aspects of member service accounts/programs, (such as ATM card issuance and replacement, audio response PINs and direct deposit/payroll deduction accounts.)
- Respond to inquiries and investigate problem cases.
- Assist members in completing forms.
- Receive and process appropriate paperwork
- Maintain up-to-date information on possible new services/programs, get involved with communicating new services to members and promote member relations.

ASI FEDERAL CREDIT UNION JOB DESCRIPTION

- Investigate and reconcile member problems with accounts or services, including share draft account maintenance and questions on fees and service charges.
- Process any routine member transactions such as transfer of funds between accounts, payments on loans accounts and savings account withdrawals/deposits.
- Has a through knowledge of loan documentation and has the skill to obtain the required information in a friendly and efficient manner.
- Performs other duties as assigned by supervisor, which are commensurate with position.
- Is responsible for maintaining current information in employee handbook.
- Performs tasks assigned by supervisor, which are commensurate with position.

BASIC REQUIREMENTS:

- Prior credit union or banking experience
- High School Diploma or equivalent
- Member Service - A cooperative attitude in relation to members
- Team player