

# YOUR NEIGHBOURHOOD CREDIT UNION LIMITED

## Job Description

<b>Job Title:</b>	Part-time Member Service Representative (MSR) (COPE Local 343)
<b>Reports To:</b>	Senior Member Service Representative (MSR), Assistant Branch Managers (ABM's), Branch Manager (BM)

---

### **Job Summary:**

Provide prompt, courteous member service not only by processing member's financial transactions, but also by cross selling (or referring), at every opportunity, our full range of products and services, thus ensuring that our members expectations are consistently met or *exceeded*.

### **Major Duties and Responsibilities:**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Process members' transactional requests (deposits, withdrawals, transfers, etc.)
- Answer the telephone in the branch to provide member service
- Balance the ATM when requested
- Promptly respond to member inquires/problems in a courteous and efficient manner
- Uncover members' needs, and assist members to utilize the products or services which best meet those needs
- Proper completion and submission of tracking sheets
- Make a minimum of 5 *sales* calls per week
- Make at least 1 *high level* referral per week
- Make at least 1 MemberCARE referral per month
- Follow our *Quality Service Standards* consistently

### **Position Specifications:**

- Have the flexibility to work a varying schedule, which could change, including evenings and weekends
- Willingness to work at any branch of YNCU when requested
- Meet YNCU's Balancing Standards: *Same-day Balancing Ratio* 75% minimum (Goal: 90%), *Accumulated Difference YTD* within \$100.00 and *Time Required to Balance* 15 min. average
- Be willing to accept increased responsibilities
- Be a team player
- Have the ability to communicate effectively with staff and members alike and a desire to not just do a job, but to do it well
- Professional demeanor and professional dress
- Be comfortable using the Internet and e-mail programs--including the use of YNCU's *On-line Banking*

### **Compensation:**

Remuneration for this position is detailed in the salary scale of the Credit Union's collective agreement with C.O.P.E.