



Position: **Member Service Representative (MSR)**

Job Type: **Full-time**

Schedule: **40 hours per week, Monday - Friday**

Pay Range: **\$16.58 - \$17.75 per hour**

### Benefits

We take pride in offering our team members exceptional benefits and PTO.

- Medical insurance
- Dental insurance
- Vision insurance
- 401(k) plan
- 401(k) match
- Company paid life Insurance
- Company paid LTD, STD & AD&D
- Paid vacation
- Paid time off
- Scheduled and floating holidays

### Responsibilities

The primary duties of the position include identifying products and services to match member needs, promptly responding to member requests and resolving concerns, opening new accounts, servicing existing accounts, processing loan applications, disbursing and closing loans. The MSR will be expected to maintain comprehensive knowledge on all credit union services and products, in addition to procedures and financial industry regulations.

### Education

- High school diploma or equivalent required
- Bachelor or Associate degree in finance, business, communications, or similar field preferred

### Skills

- Exceptional communication and customer service skills
- Proactive in addressing member concerns
- Ability to learn and cross-sell new promotions and services
- Critical thinking and problem-solving skills
- Brings an outgoing, positive outlook and attitude
- Works well independently and on a team
- Strong computer literacy
- CUAnswers or credit union software knowledge preferred

### Experience

- Previous experience in a credit union or financial institution is highly desired, but not required
- In-person customer service experience required
- Cash handling preferred
- Sales and promotions experience a plus

To learn more about us, please visit our website at <https://www.tccu.us/>.

Sound like the job for you? Send us your resume and cover letter!

TCCU is proud to offer equal employment opportunity to all qualified applicants without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, disability status, national origin, genetics, protected veteran status, or any other categories protected by law.