



NRS Community Development Federal Credit Union  
PO Box 130520  
Birmingham, Alabama 35213  
Office (205) 995-4414 Fax (205) 833-1966  
[www.starfcu.net](http://www.starfcu.net)  
Brooke Smedley, President/CEO

## Member Service Representative Duties and Responsibilities:

### **Interact with Customers**

Member Service Representatives take calls or greet members in-person to respond to their needs and concern. They deliver high-quality customer service, listening to members' requests and working to find the appropriate solution. They transfer members to the appropriate office, or assist them themselves.

### **Investigate and Resolve Complaints and Concerns**

When faced with member complaints, Member Service Representatives work to provide a solution. They interact with internal resources to identify the issue, respond to concerns and follow up with a satisfactory resolution in a timely and affective manner.

### **Provide Information**

Member Service Representatives are responsible for providing ongoing education and information to members in regards to the credit union's benefits, policies and procedures. They must be aware of all of the credit union's services and processes to provide accurate information.

### **Process Transactions**

Member Service Representatives process and audit transactions, including opening accounts, deposits, withdrawals, purchases, transfers and payments. They may be in charge of maintaining and balancing a cash drawer, and must adhere to established cash handling and balancing procedures.

### **Cross-sell Products**

While assisting clients, Member Service Representatives must make an effort to recommend and cross-sell products and services to meet member needs. They must have

thorough knowledge of products and services available, as well as competitor products and services.

## Member Service Representative Skills

Patient and friendly, a successful Member Service Representative has excellent people skills and enjoys solving problems. This individual is able to remain positive composed, and work well under pressure. In addition to these general skills and personality traits, NRS Community Development FCU is seeking Member Service Representative (Banker) candidates with the following skills.

### **Core skills:**

- Excellent verbal and written communication skills
- Strong interpersonal skills
- Active listening skills to accurately respond to inquiries and requests
- Ability to compute basic arithmetic and work with numbers
- Basic personal computer skills
- Must be detail oriented and well organized
- Ability to work a flexible schedule

### **Advanced skills:**

- Previous sales experience
- Familiarity with savings and checking products, accounts and services
- Knowledgeable about basic banking

**To apply, please email your resume and a brief cover letter to Brooke Smedley, President/CEO at [bsmedley@nrschurch.org](mailto:bsmedley@nrschurch.org)**