



GULF COAST FEDERAL CREDIT UNION

POSITION DESCRIPTION

Position: Member Service Supervisor Updated 08/13, 2/21

Department: Operations

Purpose: Trains, supervises and assists in hiring of MSR I-III. Responsible for quality of member service through teaching, coaching and technical development of MSR staff. Performs a wide range of transactional duties to serve members and staff.

Scope: Under the direct supervision of the Branch Manager, incumbent is responsible for implementing and maintaining operational procedures of deposit services that maximize efficiency and safeguard the credit union by ensuring accuracy and adherence to operational procedures and policies. Must comply with applicable statutes and regulations including, but not limited to, the Bank Secrecy Act, the USA Patriot Act, and follow all policies and procedures set forth by the credit union.

Reports To: Branch Manager

Supervises: Approximately 5-8

Machine Skills: Fax Machine, P.C. experience including MS Word and Excel, Keyboarding, Copy Machine and 10 Key

Job

Specifications: High school diploma or equivalent required. Must have 3 years depository financial institution experience and one year of financial institution supervisory experience. Must be able to handle simultaneously, multiple tasks and changing priorities in an efficient and effective manner.

Physical

Requirements: Incumbent must be capable of lifting up to 25 pounds. Job requires frequent viewing of computer screen, continual eye coordination and hand/wrist movement and finger manipulation. Must be able to sit and stand for long periods of time as well as stoop, bend and reach overhead.

Duties &

Responsibilities:

- Greet and welcome members to the credit union in a courteous, professional, and timely manner
- Provide comprehensive, prompt, accurate and efficient member transactions
- Perform secure facility opening/closing procedures
- Competently perform all duties of MSR I, MSR II and MSR III as necessary
- Maintain dual control procedures
- Assist with hiring MSR staff
- Trains supervise and assist all levels of member service representatives
- Conduct performance reviews for MSR I- MSR III staff
- Schedule MSR staff to ensure efficient member service

- Open and maintain Individual Retirement Accounts
- Maintain adequate supply of traveler's checks, money orders and check stock
- Maintain sufficient office supplies
- Investigate teller outages
- Ensure security and proper dual control handling of vault, cash dispenser/recycler and ATM
- Performs online banking administration
- Assists and serves as backup for Branch Manager
- Ensure work area is clean, secure and well maintained
- Maintain good working relationships with co-workers, supervisor, management and various agency personnel

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties responsibilities, and requirements delineated be interpreted as all-inclusive. **Additional functions and requirements may be assigned by supervisors as deemed appropriate.**

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonable accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an **at will** employer. Employees can be terminated for any reason not prohibited by law.

Employee Signature

Date

Human Resources Signature

Date