



## GULF COAST FEDERAL CREDIT UNION

### POSITION DESCRIPTION

**Position:** Member Service Representative I Revised 03/12, 08/13, 2/21

**Department:** Operations

**Purpose:** To receive and pay out money. Keep records of money and negotiable instruments involved in the credit unions various transactions.

**Scope:** Under the general supervision of the Branch Manager and direct supervision of the MSR Supervisor, incumbent performs a variety of routine duties related to the tellering function. 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 thy the credit union.

**Reports To:** MSR Supervisor

**Supervises:** None

#### Machine

**Skills:** Fax Machine, P.C. experience including using MS Word and Excel, Typewriter, Copy Machine, 10 Key and Microfilm

#### Job

**Specifications:** To adequately perform this position, the incumbent must have the communication, mathematical and general business knowledge usually acquired by a high school graduate, plus a minimum of 6 months of cash handling and customer service experience.

#### 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:

- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Count currency, coins, and checks received by hand or using currency counting machine, in order to prepare them for deposit or shipment to vault.
- Enter customer's transactions into computers in order to record transaction and issue computer generated receipts.
- Examine checks for endorsements and to verity other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Identify transactions mistakes when drawer is out of balance.

- Order a supply of cash to meet daily needs.
- Prepare and verify cashier's checks.
- Process transactions from mail and night deposits.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Assist members in answering questions on status of account (i.e., account balance, transaction activity, etc.)
- Provide timely and accurate service for members and maintain the documentation to support any transaction conducted at the credit union.
- Ability to maintain good working relationships with co-workers, supervisor, management, and department head staff and various agency personnel.
- Ensures that work area is clean, secure, and well maintained.

## 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