

## Chicago Municipal Employees Credit Union

### *Job Description*

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| Title: <b>Member Relations Rep/Part-time Teller</b> | Reports To: Branch Supervisor |
| Department: Member Relations Management             | Supervises: None              |
| Date: July 2017                                     | FLSA: Non-Exempt              |

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***Job Summary:*** Perform routine teller transactions, including but not limited to deposits, withdrawals, cash advances, loan payments, credit card payments, and transfers, while identifying opportunities to cross-sell.

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#### ***Essential Functions:***

- ❖ Positively represents the credit union to members in a courteous and professional manner.
- ❖ Performs receipting/disbursing of funds services for members.
- ❖ Maintain account relationships through timely and accurate posting of members' transactions.
- ❖ Responsible for accurate cash handling and daily balancing of cash drawer.
- ❖ Examine checks for endorsement and negotiability.
- ❖ Sort and process daily mail (log mail deposit and mail transaction receipts)
- ❖ Adhere to and remain abreast of all regulations governing share accounts and transactions.
- ❖ Must be able to work and communicate effectively with prospective and current members and fellow employees.
- ❖ Responsible for ensuring confidentiality of member information and professional delivery of quality services.
- ❖ Identifies members' needs to provide prompt, efficient and accurate services in the processing of transactions.
- ❖ Responds to or directs members' requests, concerns, and inquiries to appropriate departments.
- ❖ Provide routine information on credit union services and policies.
- ❖ Actively cross-sell all products and services offered by the credit union.
- ❖ Travel may be required, occasionally, to assist with the other branches.
- ❖ Other duties as assigned to accomplish the goals and objectives of the Business Development department and the Credit Union.

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***Qualifications:*** High School diploma or equivalent required. Minimum 2 years teller experience or 2 years cash handling experience required and strong sales skills required. MS Outlook, Word and Excel proficiency, strong math, data entry and keyboard skills a plus along with customer service personality.

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***Expectations:*** *Accuracy, Cross-Selling, Professionalism, Quality customer service, Team player and Positive attitude.*

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*The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.*

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#### ***How to Apply***

To apply for this position please visit Chicago Municipal Employees Credit Union at [www.cmecuonline.org](http://www.cmecuonline.org) and click on Careers at the top of page.