

Member Service Representative – Cable, WI Branch

This is not just a job, it's a career built on "People helping People"

Qualifications

- High school or equivalent
- Cash Handling: 3 years (Preferred)

Full Job Description

We currently have an opportunity for a Full-Time Member Service Representative to join our HCCU team! The ideal candidate will have excellent customer service skills while completing duties in a timely and accurate manner. Must be available for some Saturday morning shifts. Advancement opportunities to employees who excel.

Responsibilities:

- Provide account services to members by processing deposits, withdrawals, loan payments, cashing checks and performing money transfers
- Answer customer inquiries and refer them to appropriate departments
- Keep up to date on products and services
- Rotate to reception/phone service as needed
- Maintain all audit requirements. Interpret and accurately process customer requests and transactions according to HCCU guidelines. Maintain established controls such as check holds, identification procedures, and all other pertinent verification necessary to transact business.
- Open/Close Accounts and perform account research as needed
- Work with various programs for check processing, check ordering, and debit & credit card services

Required Qualifications and Skills:

- Outstanding customer service by exceeding customer expectations
- Attention to detail and thoroughness
- General math
- Strong verbal communication
- Confidentiality
- Multitasking
- Problem solving and organization

Full-time Benefits:

- Paid Time Off
- 401(k) no match required
- Insurance
- HSA contributions

Education:

- High school or equivalent

Experience:

- Banking: 1 year (Preferred)
- Cash Handling: 3 years (Preferred)

Company's website:

- www.hccuonline.com