

Russell Country Federal Credit Union

Job description: Service Associate

Reports To: Branch Operations Manager

Location: Great Falls Main Branch

Status: Non-Exempt, Full-Time

Pay Range:

Low	Mid	High
\$14.20	\$16.50	\$19.05

Summary: Perform a wide range of transactional duties to serve members by receiving or paying out funds with high accuracy. Maintain accurate transactional records. Provide a variety of member savings, share draft/checking, and loan account transactions.

Duties and Responsibilities:

- Greet and welcome members to the credit union in a courteous, professional, and timely manner.
- Provide comprehensive, prompt, accurate, and efficient member transactions.
- Assist with mail transactions, when available.
- Balance cash and checks at end of each day.
- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services. Cross-sell based on the member's needs.
- Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the service associate area, including robbery procedures.

Supervisory responsibilities:

- None

Qualifications, Knowledge, Skills, and Abilities:

- Cash Handling Experience
- High School graduate or GED
- Bond-ability is required of all employees working at the credit union
- Knowledge of Epysis and Synergy
- Knowledge of lending standards and regulations
- Strong verbal, written, and interpersonal skills
- Detail-oriented and excellent organizational skills.
- Solid problem-solving skills.
- Superior Member Service skills.
- Ability to perform mathematical calculations. Collect, interpret, and analyze data.
- Ability to work independently and as a team member.
- Ability to present a positive and professional image.
- Ability to use a personal computer, Microsoft Suite products, and use a 10-Key.
- Ability to organize and prioritize to meet work.
- Ability to effectively and efficiently multi-task

Physical demands:

- While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear.
- The employee may occasionally need to lift and/or move up to 50 pounds.

Work environment:

- Fast paced and frequent interruptions
- High accuracy requirements
- Occasionally working with disgruntled members

Benefits:

- Competitive Compensation
- Medical, Dental, Vision
- 401K Retirement Plan
- Paid Time Off and Paid Federal Holidays
- Employee Assistance Program