

Position Announcement

Member Services Representative

Want to make a difference? Join the award winning team at Hope Credit Union (HOPE), one of the nation's leading community development organizations. For over 20 years, HOPE has been improving lives by helping entrepreneurs, homebuyers, families and communities become more financially secure. Since 1994, HOPE has generated more than \$2 billion in financing and assisted over 650,000 people across the Mid South.

Job Summary

The Member Service Representative is responsible for a wide variety of teller, administrative and clerical duties. Duties include a high level of external and internal public contact and management of varied records and file systems. Confidentiality is involved, and sensitive situations may be handled. This position is located at the HOPE branch in West Memphis, AR.

Essential Duties and Functions

- Establish and maintain member accounts
- Prepare and process teller transactions efficiently and effectively
- Adhere to established cash handling and balancing procedures
- Prepare corporate deposits daily
- Perform a variety of administrative duties including but not limited to answering telephones, typing and filing
- Provide excellent customer service
- Adhere to all branch procedures

Competencies/Skills

- Ability to handle monetary instruments and make transactions accurately
- Working knowledge of word processor, spreadsheet, other PC applications, or mainframe applications to produce non-standard, creative products
- Ability to read and interpret documents, write routine reports and correspondence
- Ability to speak effectively before groups of customers and employees of the organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, percent, and interpret data
- Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Excellent customer service skills

Preferred Education and Experience

- Bachelor's degree, business concentration preferred
- Three plus years of experience in banking/finance in areas related to job requirements
- Cash handling and customer service experience
- Fluency in Spanish and English strongly preferred

HOPE offers a competitive salary and comprehensive benefits package. Visit www.hopecu.org to learn more about our organization. Qualified candidates may submit a resume to hr@hope-ec.org.

Better Banking. Better Lives.
Hope Credit Union is an equal opportunity employer.

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