

# ***First Community Credit Union***

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## **JOB POSTING**

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**POSITION TITLE:** MSR Team Lead

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### **POSITION SUMMARY**

In addition to performing MSR duties, coordinate and provide oversight of all aspects of the teller operations in the branch ensuring daily activities of staff are performed in a timely, accurate and courteous manner and in compliance with approved policies and procedures.

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### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Enthusiastically support the Credit Union's focus on member sales and service. Establish and build relationships with members by providing prompt, friendly service. Seek out cross-sell opportunities and promote products and services based on member needs. Ensure the active participation of staff in promoting and cross-selling products and services.
  2. Responsible for the efficient operation of the department by performing duties which may include scheduling, training, reporting, compliance, security, vault/ATM responsibilities, and member service.
  3. Provide direction to MSR's through assignment of work and by providing technical guidance.
  4. Perform MSR duties and member service tasks to include account inquiries, deposits, withdrawals, change orders and sorting coin, cashier's checks, cash advancements, loan payments, ordering checks, night depository processing, scanning checks, ATM processes, stop payments, check orders, file maintenance and account research.
  5. Responsible for branch cash levels to include ordering cash, following cash levels assigned, verifying cash received, filling teller cash orders, maintaining full vault security and balancing vault cash nightly.
  6. Effectively inform members of the benefits and features of deposit products and services to include checking and savings accounts, CD's, retirement accounts, credit cards, debit cards, safe deposit boxes, direct deposit and online banking. Identify and define needs, explain solutions, handle resistance and recommend action. Prepare applicable documentation ensuring adherence to legal requirements, policies and procedures.
  7. Respond to member in-person and telephone inquiries, requests, and problems, taking ownership to resolve issues within given authority in a timely manner in accordance with member expectations and in compliance with operational and compliance procedures.
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### **EDUCATIONAL/EXPERIENCE REQUIREMENTS**

#### **EDUCATION/CERTIFICATION:**

- High school diploma or equivalent required. Associate's degree or related college courses preferred.

#### **EXPERIENCE REQUIRED:**

- One to two years related experience in a financial institution.
  - Experience in leading, training and coaching others.
  - Working knowledge of savings and checking products, accounts and services.
  - General knowledge of relevant Credit Union regulations, policies and procedures.
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