

IMMEDIATE OPENING:

Job Description for Office Administrator/Member Service Associate for Lincolnwood, IL Credit Union

Pay Scale: \$13.00 to \$17.00 per hour plus bonus
based on experience and what person contributes to First Security Credit Union.

Please send resume to: dennisfirstsecuritycu@gmail.com

For questions please call (847) 933-3305

Full Time /Part Time Credit Union Administrator/Associate 8AM-4:30PM Monday through Friday (some flexibility is possible).
May have occasional Saturday hours.

A great position for one that is well organized and wanting to learn all aspects of a credit union for possible future advancement and/or someone getting back into the work force and wants to advance by the quickest possible route.

Credit union provides a variety of member services including savings, certificates of deposits, debit cards accounts, on line bill paying, mobile banking, mobile capture, checking accounts as well as member services such as taking and processing loan applications and mail, balancing out the daily teller transactions, preparing bank deposit, answering the telephone, cross-education/sales of credit union products/services. Provide account information to members and professionally handle members' daily credit union needs. Assist in opening new accounts and the general office duties. Also, with other duties as assigned by the CEO/President. Pay is based on experience, cross selling/education results and what person contributes to First Security Credit Union. Must be well organized and able to handle many things in a small office environment.

Duties and Responsibilities:

1. Responsible for excellent member service comprehensive, prompt, respectful, and efficient member transactions.
2. Process loans from start to finish.
3. Receive share (savings) /checks and cash for deposit to accounts, verify amounts, examine share draft/checks for proper endorsement, place appropriate check holds as trained, and enter deposits into computer records.
4. Balance drawer and credit unions after mail is processed and open next business day. Report any discrepancies to manager.
5. Receive and enter into the computer consumer loans and ensure payments match balances due. Insure tiles, payments books; insurance, etc. are up to date.
6. Good command of the English language and another language preferred.
7. Actively participate in all credit union promotions.
8. Collections on all delinquent accounts.
9. Provide in-person and by telephone general and specific service –related information concerning credit union services or policies.
10. Respond to member requests, problems, and complaints and/or direct them to proper person for specific information and assistance.
11. Respond to social media that the credit union participates in.

12. Processes direct deposits debit card. ACH, on line bill pay, CDs, IRAs.share drafts and payments by phone transactions daily.
13. Ensure credit union is properly stocked with forms, supplies, etc.
14. Report malfunctions of equipment to the President/CEO.
15. Be in compliance with regulations.
16. Keep member records and up to date as well as office filing.
17. Help credit union maintain a neat, orderly, and professional appearance.
18. Participate in staff training to ensure quality service to members.
19. With training maintain knowledge of all state and federal regulations that are applicable to transactions performed in the loan/teller area.
20. Follow all credit union policies and procedures.
21. An independent problem solver.
22. Computer skills especially Microsoft word and basic excel.
23. Social Media skills a plus.
24. Other duties as assigned by the President/CEO.

All other assigned duties. Knowledge, Skills & Abilities

Exceed each member's expectations to turn them into raving fans of FSCU.

Great organizational abilities.

Knowledge of financial products and services.

Excellent oral and written communications skills that come through with a smile.

Bilingual English/Russian preferred, but not required.

Prefer some college degree.

Strong sales and interpersonal skills.

Ability to work with a high degree of accuracy and attention to detail.

Ability to work independently.

Desires career advancement.

