

# Employment Opportunities



POSITION: Universal Member Representative

REPORTS TO: Manager, Service Center

CLASSIFICATION: Non-Exempt

DEPARTMENT: Retail

COMPANY STANDARDS:

The focus of this role is to:

- Act as a catalyst and promoter, reinforcing the following Credit Union service standards:
  - We always act in the best interest of our members.
  - We own, respond, and immediately resolve member questions/concerns.
  - We look for ways to innovate and improve the member experience.
  - We continuously seek the opportunity to learn and grow.
  - We maintain the highest degree of professionalism in appearance, language and behavior.
  - We protect the privacy and confidentiality of all member and Credit Union information.

RESPONSIBILITIES:

- Independently operate our on-site service center as well as the main office service center as scheduled. Ensure all transactions are within Scient's policies and procedures. Approve transactions and exceptions within defined authority levels.
- Resolve member issues and/or complaints through actively listening and asking questions to determine the member's desired outcome. Follow up with the member through to completion to ensure the member is highly satisfied.
- Ensure compliance with branch operations and security procedures, and that they are being adhered to within established guidelines for the service center at all times.
- Be a role model by projecting and maintaining a professional and courteous manner. Foster a team environment by working alone or with fellow staff to complete daily tasks and accomplish goals.
- Maintain and balance a cash drawer according to Credit Union standards. Assist tellers with problem solving and balancing daily work as necessary.
- Act as a Member Financial Representative when needed. This will include such duties as opening memberships, new accounts and all other inquires and/or maintenance requests related to members' accounts
- Perform administrative duties such as ordering supplies and keeping a safe, clean work area.
- Refer products and services by cross-selling to meet member needs as well as attaining individual and service center goals with a particular emphasis on member relationships. This will contribute to the attainment of individual and branch goals and overall corporate metrics.
- Performs other duties as assigned.
- **Note: Job location is based in the Groton branch however on an as needed basis; it will be varying between the Groton branches and the New Haven branch.**

SUPERVISORY RESPONSIBILITIES:

- Under the direction of management, you will be responsible for supervision of the FSR's. This position carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include opening and closing the service center, directing work, addressing complaints and resolving problems.

EDUCATION/EXPERIENCE REQUIREMENTS:

Associates Degree and two to four years related experience and/or training; or equivalent combination of education and experience.

CERTIFICATION:

Notary Public

Equal Opportunity Employer M/F/D/V.

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## QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Orientation toward excellence in results. Functions effectively across organization boundaries without bias. Able to look at problems and issues from many perspectives. Takes initiative and embraces new methods. Maintains a sense of urgency.
- Proficient in customer awareness (internal and external). Knowledgeable in Scient departmental operations. Understands user (internal customer) needs. Able to accurately evaluate and predict the effect of decisions and how they relate to external customers.
- Good analytical skills. Objectively analyzes situations and potential consequences to determine best resolution. Makes appropriate decisions in a timely manner. Accurately assesses the quality of most decisions and recommendations.
- Strong Interpersonal Understanding –Anticipates actions and has a plan to deal with them. Focuses on the situation, not the person. Has a balanced view of others' specific strengths and developmental needs.
- Excellent written, listening, and oral communication skills. Effectively transmits and receives information through a wide variety of sources. Able to effectively communicate across functional departments and across all levels within the organization.
- Exceptional knowledge of credit union policies and procedures. Thorough knowledge of credit union products and services to support members and co-workers to answer questions and to resolve issues. Use sound judgment when recommending a product or service as a solution or when making exceptions.
- Ability to adapt. Must be willing to multitask and change priorities as different situations arise.

## WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts.

The noise level in the work environment is usually moderate.

## PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## TO APPLY:

Please send your resume to [careers@scientfcu.org](mailto:careers@scientfcu.org).