



JOB DESCRIPTION

Title: Member Service Rep II
Regular, Part-Time (20 hours per week)
Location: Vallejo, CA

Self-Help Federal Credit Union (SHFCU) is currently undergoing dynamic growth in its retail credit union operations in California and more recently in Illinois.

The Member Service Representative II will report to the Branch Manager and may supervise MSRs in absence of Branch Manager. He/she is responsible for accurate and efficient processing of member transactions, cross selling products and services, making modifications to accounts, adding account services, opening new accounts, and performing those functions according to the policies & guidelines of the credit union in a friendly, helpful manner.

Responsibilities:

- Process share deposit payments, loan payments and account transfers.
- Disburse cash and check withdrawals.
- Open, close and balance own cash drawer daily.
- Maintain drawer cash levels within prescribed amounts.
- Open new membership accounts.
- Address member inquiries about credit union services and about their accounts.
- Post and Log night, ATM and mail deposits. (Part of dual-control team.)
- Perform account maintenance as authorized.
- Cross-sell credit union products and services.
- Perform other duties and projects as assigned.
- Refer loan products to Loan Officer.
- Input and disburse loans.
- Process manual payrolls.
- Handle Vault Teller responsibilities.
- Balance ATM daily. (Part of dual control team.)
- Perform end of day processing. (E.g. branch balancing, check processing, gather end of day reports.)
- Perform various administrative tasks.
- May be required to work the call center periodically.
- Responsible of supervising the branch in the absence of the branch manager as needed.
- Open and close branch as needed.
- Participate in two or more business development activities in the community per month

Requirements:

- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.

- Strong understanding of cultural competency
- Preference for working in organizations that place priority on teamwork and collaboration
- High School or equivalent
- Three to six years' experience in financial institution with progressive cash handling responsibilities
- **May be required to travel to cover other Branches.**
- **May require bi-lingual language fluency, as needed to service members.**

Physical Requirements:

Frequently requires use of manual dexterity and repetitive motions, primarily with the wrists, hands, and/or fingers. Must be able to occasionally lift and exert force of up to 10 pounds.

About us:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 21 branches in California, 3 branches in Illinois, approximately \$600 million in assets, and serving more than 80,000 members and clients, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 35 years, the Center for Community Self-Help and its affiliates have provided \$6.8 billion in financing to help over 102,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

We are an equal opportunity employer:

Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion, disability that can be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, religion (and lack thereof), family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition and/or disability: physical or mental, AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, political activities or affiliations, and veteran status.

Compensation:

Competitive salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, paid parental leave, and domestic partners policy.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, "Job Title" in the subject line of your message.