



**Position Title: Member Service Representative II**

**Location: Wilmington, 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 / Work Environment:**

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;

- Close vision is required;
- Employee is regularly required to: sit; talk and hear; use hands to finger, handle or feel; and reach with hands and arms. A sit-stand desk is also acceptable;
- Employee is frequently required to type and use a keyboard;
- The employee must occasionally lift and/or move up to 10 pounds.

**Core Values:**

In addition to the above, the successful candidate must exemplify Self-Help's Core Values:

- Mission Before Self - We always seek to put our mission and the communities we serve first.
- Service with Excellence - We strive to provide exceptional service
- Embracing and Promoting Change - We recognize that change is essential and can be hard.
- Results, Not Credit - We encourage teamwork and collaboration focused on results.
- Diversity as Strength - We value diverse perspectives, skills, and backgrounds as core strengths.
- Financial Sustainability for Mission Impact - We build financial strength to advance and sustain our work.

**About Self-Help Federal:**

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, approximately \$1 billion in assets, and serving more than 77,000 members, 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 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 146,000 low-

wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to [www.self-helpfcu.org](http://www.self-helpfcu.org) and [www.self-help.org](http://www.self-help.org).

**We are an equal opportunity employer:**

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

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

**Please apply to our Human Resources Department:**

Interested individuals please send a resume and cover letter to [cahiringmanager@self-helpfcu.org](mailto:cahiringmanager@self-helpfcu.org) and reference this job, "Member Service Representative II, Wilmington" in the subject line of your message.

**The Self-Help Federal Credit Union is an Equal Opportunity Employer**