



**Position Title:** Member Services Representative III  
**Status:** Full-time, Non-Exempt, Regular  
**Location:** Vallejo, CA

The Member Services Representative III (MSR) reports to the branch manager and may supervise MSR's in the absence of the branch manager. She/he is responsible for the accurate and efficient: processing of member deposit, loan, or transfer transactions; account maintenance or modifications to accounts; adherence to branch operating policies and procedures; cross selling of products and services; opening new accounts, and performing those functions according to the policies and guidelines of the credit union in a friendly, helpful manner.

**Responsibilities:**

- All Member Service I and Member Service II responsibilities, plus:
- Greet and welcome members and respond to complaints or direct to appropriate person
- Maintain receipts and documentation for compliance; including safety and security procedures
- Adhere to policies and procedures including BSA/AML and fraud
- Process mail transactions, and respond to mail or email requests
- Research member or operational issues to resolve discrepancies or disputes
- Participate in business development activities by identifying or referring potential leads
- Refer loan products to Loan Officer
- Input and disburse loans, or cash, or check withdrawals
- Handle Vault Teller responsibilities
- Open, close, and balance cash drawer
- Maintain appropriate cash levels
- Post and log night, ATM, and mail deposits
- Balance ATM daily and perform various end of day processes
- Open or close branch as needed
- Perform various administrative tasks and projects as assigned.
- May be required to travel to cover other Branches.

**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.
- Active listener who seeks clarification, and responds professionally and positively to inquiries.
- Contributor to building a positive team spirit.
- Possesses strong computer skills, along with expert knowledge of Microsoft Office (Word, Excel, PowerPoint) and traditional office products (copiers, fax machines, ten-keys, etc.).
- Ability to problem solving, and identify and resolve problems in a timely manner.
- May require bi-lingual language fluency.



**Education:**

- High School or equivalent, plus
- Four+ years of financial institution experience with progressive cash handling responsibilities.

**About us:**

Self-Help Federal Credit Union was formed in 2008 to build a network of credit union branches to operate on a scale uncommon in the community development industry. Through a series of mergers, acquisitions, and new branch launches, in California, Illinois, and Wisconsin we are building a community development credit union that aims to provide high-impact financial services to working class communities.

Self-Help Federal now has 27 branches, over \$1 Billion in assets, and serves over 79,000 members. We are committed to delivering safe and affordable savings, transparently-priced accounts and a full suite of loans – small dollar, citizenship, unsecured consumer, auto, and mortgage – often to borrowers who could not access responsible services elsewhere.

**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-help.org](mailto:cahiringmanager@self-help.org) and reference this job, "MSR III – Vallejo, CA" in the subject line of your message.

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