



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.

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 and 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 and reference this job, "Member Service Representative III, Vallejo" in the subject line of your message.

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