UNIVERSITY OF SOUTHERN CALIFORNIA

Credit Union Member Service Representative

Job Code: 115019

Grade: E
OT Eligible: Yes
Comp Approval: 9/9/1993

JOB SUMMARY:
Administers a specialized program or service of the Credit Union, e.g. share draft, ATM or investment programs. Relieves other Member Service Representatives and Tellers as needed.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ Assists in planning, organizing and monitoring activities involved in administering the credit union's share draft, savings, investments and/or ATM investment programs.
______ Provides information to members regarding share draft, savings, investments and/or ATM services.
______ Counsels members, discusses options and assists in account or service set-up.
______ Completes documentation requests for set-up and maintains records in accordance with internal and external guidelines. Prepares agency reports as required.
______ Monitors program activities. Reviews reports. Balances or reconciles transaction reports.
______ Investigates and resolves problems.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No
☐ Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
High School or equivalent

Minimum Experience:
1 Year
Minimum Field of Expertise:
Credit union member services operation experience.

Preferred Education:
Bachelor's Degree

Preferred Experience:
2 Years

Skills: Administrative:
Answer telephones
Balance figures
Compute totals
Input data
Verify calculations

Skills: Machine:
Adding Machine
Calculator
Personal Computer

Supervises: Level:
May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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