

**WESTERN DIVISION FEDERAL CREDIT UNION  
JOB DESCRIPTION  
MEMBER SERVICE REPRESENTATIVE**

**Purpose:**

Provide personal, prompt and accurate account information by telephone, in person, through mail and by electronic means. Open accounts, resolve concerns, and handle members' daily needs. Provide a variety of transactional services as described below.

**Location:** 6750 Main Street, Williamsville, NY 14221

**Position:** Full Time (Monday – Friday with some Saturday hours)

**Resume:** Send to [resumes@westerndivision.org](mailto:resumes@westerndivision.org)

**Duties and responsibilities:**

- Provide personal, prompt and professional service in the processing of transactions received by telephone, in-person, through mail and electronically.
- Respond to member requests, problems and complaints, resolving issues and/or directing them to the appropriate person for specific information and assistance.
- Conduct orientation interviews with new members/applicants. Promote credit union products and services based on member requests and needs identified from interviews and credit reports.
- Process requests for loans, (including real estate), savings accounts, plastic cards, electronic services, transfers, withdrawals, checks, wire transfers, term certificates, line of credit advances, IRA opening and closing, and all other miscellaneous transactional and product requests. Evaluate requests and discuss alternatives when appropriate.
- Follow up with all member requests in a timely manner.
- Process account and membership closures including deceased accountholders.
- Maintain an up-to-date and comprehensive knowledge of all credit union products and services handled or promoted by member service as well as all related credit union guidelines, policies and procedures and federal and state regulations.
- Represent the credit union in the community and Select Employer Group on-site visits, actively soliciting new members and business.
- Perform other duties as needed such as, completing research requests, responding to member service email and performing other duties as assigned or required to ensure organizational success.
- Obtain NMLS certification and Notary Public license.

