Ontario Shores Federal Credit Union has continued to grow into a full-service financial institution that serves over 12,000 members in the Western New York counties of Niagara, Orleans, Genesee, Wyoming, Cattaraugus, Allegany, and Steuben and is seeking a Member Service Representative to join our growing organization!

A member-owned institution, we prioritize our members' best interests. Our devoted team of employees and Board of Directors collaborate to promote and protect the financial well-being of our members and communities we serve by providing value-creating services, offering sound financial guidance, and building trusted relationships.

Job Type: Member Service Representative (on-site)

Shift and Schedule: Full-Time; Monday – Friday, 8:15am – 5:15pm

Location: Pendleton, NY

Pay: $17.00 per hour, increasing to $18.00 per hour after satisfactory 90 days of employment

Additional Salary Information

The salary range reflects our good faith and reasonable estimate of the possible compensation at the time of posting, the role and associated responsibilities, and the experience, education, and training of the selected candidate.

The Opportunity

- The Member Service Representative performs limited transactional duties to serve members by receiving or paying out funds with a high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.

Duties and Responsibilities

- Greet and welcome members to the credit union in a courteous, professional, and timely manner, provide prompt, accurate, and efficient member transactions.
- Receive share drafts/checks and endorsement to accounts, verify amounts, examine share drafts/checks for proper endorsement, and enter deposits into computer records.
- Cash share drafts/checks and process withdrawals; pay out money after verification of signatures and member balances.

- Opening and closing of member accounts.

- Assist with mail or email transactions, when available.

- Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge of all related policies and procedures, rules, and regulations for the teller area, including robbery procedures.

- Promote other credit union services such as consumer and mortgage loans, IRAs, certificates, debit and credit cards, on-line banking, and money orders.

- Receive mortgage, consumer loan, and other payments, and ensure the payments match balances due. Enter payments into the computer. Generate member receipts.

- Place hold on accounts for uncollected funds.

- Count, check, and package coins and currency.

- Balance cash drawer at the end of the shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the supervisor, as necessary.

- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.

- Report malfunctions of teller terminals and other equipment used at the teller station.

- Check night depository bags and record proper information according to credit union procedures.

- Complete secondary work assignments (ATM replenishment, filing, ordering member share drafts, verifying cash delivery, etc.) as directed by the Teller Supervisor.

The above duties & responsibilities are intended to describe the general nature and level of work being performed by the Member Service Representative and are not intended to be a complete list of all responsibilities, duties, and skills required to fulfill this role.

Minimum Qualifications:

- Credit Union and/or banking experience desirable.
- High School Diploma or GED.
- Strong dedication to accuracy and efficiency.
- Basic math and computer skills.
- Cash handling experience.
- Prior customer service experience a plus.
- Excellent communication, time management, and people skills.

Benefits:

- We reward great work with great benefits! In addition to competitive compensation, Ontario Shores FCU offers a generous benefits package.

Our employees are the most valuable asset we have. We promote a culture that values the contribution of all our employees, which is what enables us to serve our diverse, growing membership so well. Ontario Shores FCU appreciates candidates with experience that align with our unique work environment and invites you to apply with both your cover letter and resume for our Member Service Representative position today!

To learn more about Ontario Shores Federal Credit Union, visit our website at osfcu.com.

All qualified applicants will receive consideration for employment without regard to the individual's race, color, sex, national origin, religion, age, disability, genetic information, status as a military veteran or any other characteristic protected by applicable law.