

MEMBER SERVICES SPECIALIST – Full Time

The Member Services Specialist is responsible for delivering exceptional member service. The role welcomes new members to the credit union and processes ongoing member account requests. More complex member account situations are often routed to the Member Services Specialist. Together with the Training and Front Desk Manager and the Member Services Auditor, the Member Services Specialist is a primary point of contact within the credit union for assistance with front desk related matters.

RESPONSIBILITIES:

- Provide excellent member service to meet the needs of our members.
- Perform front desk responsibilities at assigned office.
 - Process member account openings.
 - Perform member account maintenance requests.
 - Assist members with account inquiries and troubleshooting.
 - Maintain a knowledge of credit union products and services to educate members and provide account guidance.
 - Communicate with members along various channels.
- Assist Member Services Auditor with account maintenance reports and related functions.
- Assist Training and Front Desk Manager with projects.
- Process applications for accounts opened online and assist members with online account opening process.
- Assist with Eltropy functions including texting members and managing appointments.
- Have a thorough understanding of all Credit Union products and services.
- Have a thorough understanding of all Credit Union policies and procedures. Ensure policies and procedures are followed.
- Address member questions and problems related to front desk services, following credit union policies and procedures.
- Maintain Credit Union standards for professionalism and confidentiality.
- Adhere to all applicable federal and state laws, regulations, and guidance, including those related to Anti-Money Laundering (i.e., Bank Secrecy Act, USA PATRIOT Act, etc.), as well as to all DPFCU policies and procedures.
- Additional responsibilities as assigned.

SKILLS/EXPERIENCE:

- High school graduate or equivalent.
- Credit Union/Banking experience. 2+ years preferred.
- In-person customer service experience. 5+ years preferred.
- Excellent attention to detail.
- Proficient with Microsoft Office products and able to quickly learn and navigate various web applications.
- Effective communication skills both verbal and written.
- Works independently and as part of a team, establishing cooperative and collaborative working relationships.

DoverPhila does not use sales goals and does not require upselling.

Responsibilities are listed as guidelines only and the job is not necessarily limited to these duties. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education, experience, and requirements listed are representative of the knowledge, skill, and/or ability required.