

### *Primary Objectives:*

Accurately process member transactions in accordance with established policies and procedures. Recommend appropriate financial products to members. Perform other member service duties as needed.

Reports to: A.V.P. of Member Experience

### *Primary Responsibilities:*

- Greet and interact with members in a friendly and cheerful manner
- Positively promote the credit union and cross sell KEMBA products and services
- Operate teller drawer and accurately process member transactions. Report any discrepancies to supervisor
- Refer or open new deposit and loan products as required
- Follow all safety and security policies/procedures
- Follow all operational policies and procedures
- Answer phones and consult with members and applicants regarding KEMBA products and services
- Assist in solving member problems or issues
- Perform other duties and tasks required to effectively operate the branch

### *Required Knowledge and Abilities:*

- High School Diploma or equivalent
- Computer skills and the ability to operate standard office equipment
- Excellent attitude and member service skills
- Able to perform well in a multi-task environment
- Good organizational skills
- Willingness and ability to cross sell KEMBA products and services

