

# Member Service Representative

*"You have to enjoy a challenge. Not only are you dealing with large cash volumes and a need for accuracy, but you are dealing with many types of personalities. You need to think on your feet, ask the right questions and approach each client differently. It is so important to have a positive attitude, willingness to work and a smile."*

## **What is a Member Service Representative?**

The Member Service Representative (MSR) is an integral component of the Common Wealth Credit Union team. As an MSR, you are one of the main contacts for our clientele as they complete over the counter banking transactions. To many of our clients, our MSRs are the face of Common Wealth Credit Union.

MSRs perform a variety of member client service transactions within clearly defined policies and procedures. Their duties include providing over-the-counter deposit services such as: accepting deposits, cashing cheques, processing utility payments, calculating foreign and domestic exchange, processing loan payments and selling traveler's cheques, money orders and drafts. MSRs also routinely receive and pay cash or other negotiable items, and are responsible for custody, balancing and security of cash, maintaining assigned cash limits and balancing daily transactions.

## **How can I become a Member Service Representative?**

It is essential that our MSRs have strong interpersonal, communication and mathematical skills as well as a commitment to accuracy and attention to detail. Cash handling skills and customer service experience are assets that would help you to succeed in this position. We would also expect new employees to have some experience with Microsoft Word, Excel and Outlook.