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232 Hershey Road • Hummelstown, PA 17036 • [www.hersheyfcu.org](http://www.hersheyfcu.org)

**Position: Member Service Manager**

**Location:** Annville, PA

**Salary:** \$17.93-\$22.41 (starting, based on experience)

**How to apply:** Forward your professional resume and salary requirements to: HFCU's HR Department at [employment@hersheyfcu.org](mailto:employment@hersheyfcu.org)

HFCU offers a competitive salary and 401(k); paid vacation; and opportunities for professional growth in a team-oriented, positive and supportive environment. HFCU is an Equal Opportunity Employer.

**Responsibilities:** Include, but not limited to:

1. Represents the credit union in a courteous and professional manner in all member interactions.
2. Assists MSR's with complex transactions, sensitive member issues, problem solving, serves as a resource to answer questions, and explain policies and procedures.
3. Manages the branch supply of negotiable instruments, stationary, equipment, and other supplies; advises Branch Manager on the need to reorder.
4. Assists Branch Operation Team Leader in managing vault; including maintaining vault security, processing teller and MSR cash transfers, verifying cash shipments, and end of day settlement.
5. Assists tellers and MSRs with balancing; researches cash and check differences as necessary.
6. Accurately and efficiently opens new accounts, and routine transactions accordance to Hershey FCU policies and procedures.
7. Provides accurate information to members regarding their accounts, Hershey FCU products and services, alternative investments, and credit union policy.
8. Actively seeks solutions to member concerns in a professional and diplomatic manner, and escalates accordingly.
9. Maintains a comprehensive and current knowledge of all Hershey FCU products and services. Explain, promote, and refer relevant products to meet the financial needs of each member.
10. Balances and performs end of day closing activities in accordance to Hershey FCU policies and procedures.
11. Assists members with account reconciliation; research accounts for discrepancies when necessary.
12. Assists with all member service and operation duties as necessary.
13. Serves as back-up to additional areas within the credit union as necessary.
14. Maintains a comprehensive knowledge of all related policies, procedures, rules, and regulations applicable for the position, and keeps abreast of any changes.
15. Prevents controllable losses by strict adherence to security, compliance, and fraud & prevention policies and procedures.
16. Adheres to all policies and procedures described in the Employee Handbook and ensures accountability among reporting staff.

17. Assists with training and development of a team of MSR's. Holds regular one on one communication and formulates a developmental plan for each member of the reporting MSR staff as part of this process.
18. Assists with weekly and monthly scheduling.
19. Reviews and approves time cards for reporting staff.
20. Completes annual mandatory compliance and other trainings.
21. Travels to other locations as needed.
22. Assists with all other duties as required.

## **Qualifications**

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**Education and Experience:** High school diploma or equivalent. Minimum two years' experience in bank or credit union. 1-2 years of prior Supervisory experience in the banking industry preferred.

### **Other:**

- Maintains a professional demeanor in appearance, communication, and action.
- Possesses a high level of interpersonal communication.
- Well organized, able to multi-task and move quickly between priorities.
- Maintains confidentiality of all members.
- Solid working knowledge of PC-based programs.
- Previous financial services, especially cash handling, preferred.

### **Language Skills:**

Ability to read, analyze, and interpret written communications. Ability to comprehend and respond to common employee questions. Ability to effectively present job-related information to employees.

### **Mathematical Skills:**

Ability to perform basic mathematical calculations and solve financial equations.

### **Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be available and willing to travel to such locations and with such frequency as the employer determines is necessary or desirable to meet its business needs. Must possess sufficient manual dexterity to skillfully operate standard office equipment including but not limited to: a computer, typewriter, adding machine, facsimile machine, photocopier, and telephone. A telephone device to enhance hearing will be provided if needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or more up to 30 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

*Job descriptions are intended to be accurate reflections of those principal job elements essential for making decisions pertaining to compensation. They should not be considered to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the position.*