



As a Member Service Representative (MSR) at Cascade Community Credit Union, you will be the face of the credit union--assisting our members with great customer service and excellent communication skills. Our team at CCCU has been dedicated to making our members' financial dreams a reality for over 70 years and are looking for a representative to help us continue that tradition of excellence and dedication. Working together, we can further strengthen the mission we have for our community.

We're also devoted to being a wonderful place to work. Benefits include medical/dental/vision coverage, paid vacation/sick leave, and 401(k). We invite you to explore and grow your career with CCCU.

Responsibilities:

Assumes responsibility for the efficient, effective, and accurate performance of member service functions, including:

- Processes member requests and transactions such as deposits, withdrawals, transfers, etc.
- Provides ancillary services such as wires, notary, money orders, cashier's checks, etc.
- Initiates temp checks and stop payments and creates non-draft share suffixes.
- Performs account maintenance as needed such as address changes, automatic transfers, etc.
- Communicates credit union services, products, and policies to members.

Knowledge, Skills, & Abilities:

- Abilities and knowledge generally acquired on the job in 12 months. No prior experience or knowledge necessary for MSR I. More experience necessary for MSR II and III.
- Good communication skills.
- Professional appearance, dress, and attitude.
- Good math skills.
- Ability to operate related computer applications and other office equipment including adding machine, copy machine, coin and money counting machines, and telephone. No prior experience operating this equipment needed.
- Good typing skills.

Qualifications:

- High School diploma or GED preferred.
- Previous financial experience not necessary, but a plus.