

Member Service Representative Overview

Primary responsibilities:

Responsible for working with staff and members to process loan applications in an efficient & timely manner. Duties must be accomplished in compliance with federal and state laws and in accordance with credit union's policies and procedures. Great attention to detail as well as cross-sell various credit union products.

Duties and responsibilities:

Provide member service, including but not limited to; Process loan applications, opening/closing accounts, ATM/debit issuance, maintenance and follow-up on fraud cases, set-up member access to various electronic services, and all other duties as assigned.

Qualifications:

- Minimum associates degree or commensurate experience in a financial office environment or customer service, preferred experience in loan origination and processing in a credit union or related business. Home Equity/Mortgage experience a plus.

- Able to communicate effectively through excellent interpersonal and telephone skills. Must possess excellent judgment, reasoning, math, grammar, spelling, general office functions and ability to multi-task.

Must have working knowledge and experience with Windows operating system, Microsoft Office Applications, IOS/ Android mobile app capabilities.

- Must have a high level of communication skills and the ability to work both independently and in a team setting.

- Cross-sell skills required.

- Must be eligible to be bonded.

About Northwest Municipal Federal Credit Union

Northwest Municipal Federal Credit Union (NMFCU) is a municipal federally chartered credit union that serves its members primarily for the employees of the Cities of Des Plaines and Park Ridge and across the nation, but we didn't start out that way. Our story began when ten police officers and firefighters for The City of Des Plaines made a deposit of \$5 each into the newly founded Des Plaines Municipal Employees Credit Union back in 1966. Since then, the credit union has evolved in name, membership base and charter to bring us to where we are today. Small enough to know you, big enough to serve your financial needs.

