



## First Eagle Credit Union

### Job Description

#### Member Service Representative

Houston, TX

#### Description

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**Job Title:** Member Service Representative

**FLSA Status:** Non-Exempt

**Summary:** This position is responsible for providing exceptional world-class service to our Call Center and Branch through various channels such as in person, phone, email, mail and fax in order to support and strengthen member relationships as a trusted financial advocate. In this position, you will uphold to the highest integrity of our Brand while living our Mission and Vision by demonstrating our Core Values in order to create a positive member experience.

Conducts a variety of transaction services including account opening and assisting members daily needs by performing the following:

##### Duties and Responsibilities:

1. Represents the Credit Union in a courteous and professional manner by providing prompt, efficient and accurate service in the processing of transactions.
2. Provides in-person, online and telephone general and specific service-related information concerning Credit Union services or policies.
3. Responds to members' requests by offering financial solutions to support member education and engagement as a trusted financial partner.
4. Assists with onboarding new members and account documentation and funding.
5. Handles requests from members for transfers of shares to loan payments, share withdrawals, check requests, line of credit advances and any other requests received from members.
6. Promotes Credit Union products and services based on member needs in order to generate leads to increase sales.
7. Protects the privacy of member information and operates in a safe and secure manner to protect First Eagle.
8. Continually improves knowledge by attending classes, seminars and conferences.
9. Abides by First Eagle's Service Standards and supports all Core Values.
10. Other duties as assigned.

**Requirements** High school diploma or general education degree (GED); and one to two years related banking experience and/or training; or equivalent combination of education and experience.