



609 W 21ST ST  
YANKTON SD 57078  
(605)665-4309

## JOB DESCRIPTION

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General Job Title: **MSR I (Full-time)**  
**Operations**

Department:

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Original Date: 4/1/2018

Revised Date: 11/6/2024

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**Approved By: CEO, COO & HR**

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Basic Function and Scope of Responsibilities:

**Responsible for providing a variety of paying and receiving functions for members in person, via phone, and through the mail, including but not limited to processing deposits, withdrawals, loan payments, cashiers' checks and money orders. Balances each day's transactions and verifies cash totals. The primary focus is excelling in member service / member experience by serving members promptly and professionally mainly in our drive-through area. Complies with Bank Secrecy Act by completing CTRs, when required. Identify transactions that need to be recommended to the supervisor for possible SAR filing. Answers members' questions regarding Credit Union services provided and performs a variety of account maintenance duties including, but not limited to, address and name changes. Actively cross-sells Credit Union services such as eStatements, online banking, audio response, and other services. Performs specific assigned duties including running proof, filing, processing paperwork and various other clerical functions, and assists other MSR's with duties as required.**

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Principal Responsibilities:

- Primary Focus on Member Service / Member Experience
- Performing Member transactions/Assisting Members
- Drive Through Main Area for Duties
- Knowledgeable on Products and Services
- Perform Maintenance to Accounts including Address Corrections, Stop Pays, Etc.
- Help, when Possible, Concerning Debit Card Disputes, Ordering, and Instant Issue Debit Cards
- Will be trained to Run Proof
- May be Trained to Perform Other Duties / Tasks, as Necessary (for example, End of Month Reports Processing)

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.**

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Education Requirements:

**High School Diploma or GED.**

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Training, Skills, Knowledge and/or Experience:

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- Knowledge of Teller operations and procedures. Basic understanding of Credit Union operations.
  - Good verbal and written communication skills.
  - Professional appearance, dress, and attitude
  - Excellent Math skills
  - Ability to operate related computer applications and other business equipment including calculator, typewriter, copy machine, coin machine, and telephone.
  - Good typing skills.
  - Ability to manage a large quantity of money and balance a cash drawer daily
  - Bilingual in English and Spanish desired but not required
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Authority:

Decision Making

**What is the nature of the direct supervision that is provided to the incumbent of this position?**

- Direct daily supervision is given
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Supervisory Responsibility:

**No supervisory responsibility**

Organizational Structure:

**Job Title to which this position reports: MEM, COO, CEO, HR**

**Job Titles directly reporting to this position: None**

**Job Titles indirectly reporting to this position (e.g. Titles reporting to position's subordinates): None**

Working Conditions: **Normal office environment.**

Physical Surroundings: **Teller line/Drive up window/Computer equipment**

Physical Effort: **Significant amount of time standing. Frequent typing and using a computer mouse etc. May require some lifting up to 50lbs for coin bags etc. Reasonable accommodations may be made. Inform your supervisor if you require assistance.**

Domestic/International Travel: **As needed.**

**All applicants must be able to pass a clear criminal background check and satisfactory credit report in order to be eligible for employment.**

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts, or working conditions. Services Center FCU, reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

Explorers Credit Union is an Equal Opportunity Employer.