Member Service & Operations Specialist

Position Summary

The Member Service & Operations Specialist is responsible for delivering exceptional member service while supporting the daily operational functions of the branch. This role combines front-line teller responsibilities with back-office operations duties, ensuring accurate transaction processing, regulatory compliance, operational efficiency, and a positive member experience.

The ideal candidate is detail-oriented, dependable, member-focused, and able to work effectively in both member-facing and operational environments.

Pay: $20.00/hour

Hours: Minimum of 32 hours a week with a max of 40 (no overtime).

Benefits: Medical, Dental, Vision, PTO, Simple IRA, AD & D Insurance, Life Insurance, Disability, and EAP.

Essential Duties and Responsibilities

Teller & Member Service Functions

- Process member transactions, including deposits, withdrawals, transfers, loan payments, cashier's checks, and money orders.
- Accurately balance cash drawer and maintain acceptable cash handling standards.
- Verify member identity and ensure compliance with security and fraud-prevention procedures.
- Assist members with account inquiries, maintenance requests, and general banking needs.
- Resolve member concerns professionally and efficiently.
- Promote and refer appropriate products and services based on member needs.
- Maintain a welcoming, professional member experience at all times.

Operations & Back Office Functions

- Process and verify operational transactions, including account maintenance, electronic transactions, ACH processing, wire transfers, remote deposits, and exception handling.

- Prepare and review daily operational reports, resolving discrepancies as needed.
- Reconcile accounts, general ledger entries, and branch balancing activities.
- Process returned items, stop payments, adjustments, and research requests.
- Maintain accurate, confidential records and documentation in accordance with company policies and regulatory requirements.
- Support internal audits, compliance reviews, and operational controls, including BSA, AML, and OFAC compliance.
- Assist with branch opening and closing procedures.
- Coordinate with internal departments to resolve account and operational issues.
- Assist with office administration, inventory management, and supply ordering.
- Support training initiatives and process improvement efforts.

Qualifications

Education

- High School Diploma or GED required.
- Associate degree in Business, Finance, Accounting, or a related field preferred.

Experience

- Previous experience in banking, financial services, teller operations, member service, or back-office roles preferred.
- Cash handling and transaction processing experience is strongly preferred.
- Experience working in a fast-paced environment with strong attention to detail.

Skills & Competencies

- Excellent member service and interpersonal skills.
- Strong verbal and written communication abilities.
- Exceptional attention to detail and accuracy.
- Strong organizational and problem-solving skills.
- Ability to multitask and prioritize workload effectively.
- Basic proficiency in Microsoft Office applications and business software systems.

- Ability to maintain confidentiality and handle sensitive information professionally.
- Dependable, team-oriented, and committed to delivering high-quality work.

Preferred Qualifications

- Knowledge of banking regulations, procedures, and operational controls.
- Experience with account reconciliation and transaction balancing.
- Bilingual (English/Spanish or other languages) is a plus but not required.

Physical Requirements

- Ability to stand for extended periods while assisting members.
- Ability to occasionally lift up to 25 pounds.
- Ability to use computers, office equipment, and financial systems throughout the workday.

What We Offer

- Professional development opportunities
- Collaborative team environment
- Hands-on exposure to a broad range of credit union functions, building valuable skills and experience for future career opportunities
- Comprehensive benefits package

Equal Opportunity Employer

We are committed to creating an inclusive workplace and encourage applicants from diverse backgrounds to apply. Bilingual candidates and individuals with member service or back-office experience are especially encouraged to apply.