



Virtual Member Service Representative (MSR) - Job Description

How We Take Care of Our Own

You want to work for an organization where you not only have fun but also make a difference. A business that grows as you grow. A place where you can do well by doing good. That's Taking Care of Our Own. And that is KH Network Credit Union.

Summary:

Our unique team of experts have the privilege of serving the professionals of Kettering Health in many ways. **On the back you will find a list of the most common responsibilities of this particular role.** You know, all that stuff Legal and HR expect us to tell you.

But the most important duty of anyone in any position on the KH Network Credit Union team is to support each other and our members in any reasonable manner possible. This is what continues to make our work environment a positive one for everyone every day. If you adhere to that you'll be fine and you'll probably find that you enjoy working here for quite some time.

Most of the individuals we have the pleasure to serve are employees of Kettering Health - a not-for-profit network of eight hospitals, Kettering College, and over 120 outpatient facilities serving southwest Ohio. They are committed to transforming the healthcare experience with world class health services for every stage of life.

As a faith-based organization, Kettering Health is dedicated to treating all patients with love and respect regardless of religious preference. Multi-denominational Spiritual Services are offered at the network every day.

To patients, Kettering Health means the best quality of care available in the Dayton area and an experience that puts them at ease. That is the feeling we foster with our members and each other when providing them with Taking Care of Our Own service.

You will find that the team members of KH Network CU, including our MSRs, share the same values as the employees of Kettering Health including providing members with world-class services and an experience that includes love and respect.

The Virtual MSR is primarily expected to provide an incredible member-experience that is enjoyable, efficient, and educational.

Educational Requirements:

High school diploma or GED equivalent

Experience:

Previous banking/cash handling experience strongly preferred

Supervisor:

Vice President

Essential Duties:

- Provide Taking Care of Our Own service by first welcoming members and visitors in a way that they know they have come to the right place.
- Understanding that making members aware of products and services that are clearly in their best interests has little to do with selling but everything to do with service. To not make a member aware of a product or service that would improve their financial wellness is actually a disservice to the member and KH Network Credit Union alike.
- Answer inbound phone calls and assist the caller with a satisfactory outcome
- Answer inbound ITM sessions and perform transactions for the member via video conference. Balance virtual drawer at the end of each day.
- Provide prompt, efficient, and accurate service in the processing of transactions whether it be in person, by-telephone, or via electronic means.
- Receive share drafts/checks and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and accurately enter deposits into computer records.
- Open new accounts and service existing accounts. Set up new account files and provide members with all necessary information for membership.
- Balance cash drawer at the end of the shift and compare totaled amount to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the supervisor as necessary.
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled and promoted.
- Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the cashier/MSR area.
- Maintain an understanding that Taking Care of Our Own grows the credit union, the members' financial stability, and all employees' career opportunities.
- A good attendance is very important. The normal working shift is Monday thru Friday 8:15 a.m. to 4:45 p.m.

Non-Essential Duties

- Other duties as assigned