

Cecil County School Employees' Federal Credit Union

JOB DESCRIPTION

Member Services Manager (Minimum of 40 hours per week)

Job Responsibilities:

1. Supervises tellers.
2. Records night deposits transactions.
3. Assists on teller line when necessary.
4. Assists members with account problems.
5. Shares banking responsibilities with other employees.
6. Coordinates share draft program ie; name/ address maintenance, general ledger entries related to share draft processing, etc.
7. Cross Sells Credit Union products.
8. Assists with closing at the end of the day.
9. Demonstrates knowledge of overall credit union operations.
10. Demonstrates desire and willingness to take additional classes to improve abilities for successful performance of duties in position.
11. Coordinates Online banking program, including maintaining terminals, opening accounts, answering member questions, etc.
12. Handles daily NSF list for Share drafts, contacting members and clearing returned checks—posts GL entry.
13. Posts ACH exception report, posting to members account and returning to Fed.
14. Records and processes returned checks.
15. Handles other duties as necessary.
16. Manages the Debit Card portfolio including setting up accounts, processing charge backs, monitoring account for fraudulent activity and taking action.
17. Process ACH/Share drafts on Non-Federal Holidays if the Credit Union is closed.
18. Ability to work at both branch locations.
19. Other duties as assigned.

Education: High school graduate

Email resume to info@ccsefcu.org and place the word “Manager Resume” in subject line by December 15, 2018.