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# Example of Member Relationship Specialist Job Description

Our innovative and growing company is hiring for a member relationship specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for member relationship specialist

* Ensures the Lead Teller is routinely conducting teller meetings as needed to ensure staff is informed of new information
* Ensures the Lead Teller participates in quarterly up training/coaching programs to ensure incumbent has and maintains the knowledge necessary to be successful in this position
* Responsible for ensuring the Lead Teller is implementing and tracking a branch teller referral program
* Ensures that the Lead teller completes side by side observation during the first week’s of window exposure
* Meets periodically with Branch VP to review development of teller department
* Prepares and administers with the assistance of the Lead Teller
* Assist the Lead Teller in completing standard or special reports as required by policy and procedure or as assigned by the Branch Vice-President
* Assists with monthly SMP requirements as assigned
* Administer Lead Teller steps monthly in the absence of the Branch VP in branches with no Teller Supervisor
* Review and approve electronic time cards for the Lead Teller and Tellers

## Qualifications for member relationship specialist

* Will occasionally lift & carry heavy coin and cash boxes weighing 50 pounds
* Performs other duties as assigned, including Teller duties
* Responsible for ordering, balancing and maintaining vault and working stock for both preloaded Gift Cards in branch
* Assists with monthly SMP/ERM Portal and VE SMP requirements as assigned
* Processing member transactions/inquires coming through telephone channel efficiently, accurately, and in a timely manner
* Will primarily act as Receptionist helping members get loan applications started, processing disputes, ordering new debit/ATM card, ordering checks and answering member inquiries