



Example of Member Services Representative Job Description

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Our innovative and growing company is looking for a member services representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for member services representative

- Cross-sell Credit Union products and services
- Compile loan packet and prepare loan analysis for Loan Officers
- Work with Payroll Department to set up and end payroll deductions and direct deposits
- Order checks and assist members with debit card problems
- Set up and maintain payroll distributions in computer system
- Sell money orders and American Express products
- Responds to member inquiries over the phone, email and chat sessions by providing necessary information, direction and paperwork
- Conducts outgoing and follow up calls to address missed incoming calls
- Retrieves department emails and voice mail messages answering and resolving the interaction
- Connects members with the appropriate credit union representative when necessary

Qualifications for member services representative

- Individual should have knowledge of database software used in claims payment and management
- Proven analytical mathematical skills
- Ability to work independently and as a positive team player
- Must be familiar with Microsoft Excel, Word, and Outlook and be willing to

- MUST be fluent in Spanish or Polish