

# Internal Job Posting

**Date:** 05/19/15  
**To:** All Employees  
**CC:** All Locations  
**From:** Terry Beaulieu  
**RE:** Full Time Member Service Advisor (**Eagle Lake**)

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We are seeking to fill a Full Time Member Service Advisor position in Eagle Lake. The individual will be responsible for daily MSA duties to include but not limited to: answering the telephone, posting mail transactions, and serving members. Job responsibilities include a heavy emphasis on member relationship building and on acquiring knowledge of credit union products and services. See attached job description.

The successful candidate will have demonstrated a strong cross-selling record and excellent member service on a daily basis. The successful candidate must have also shown strong organizational skills, a high propensity for accuracy, and a personable and helpful demeanor. Must be a team oriented individual and dedicated to supporting the credit union's initiatives.

In considering who should fill the position, the management team will consider the individual's capabilities first and seniority second.

All interested persons must notify their immediate supervisor and complete a letter of application, indicating why he or she is interested in the position as well a why he or she should be considered for the position.

Please submit your letters to Terry on or before Noon, Friday, May 22, 2015.

Posted: Main Office - Eagle Lake – Ashland – Van Buren – Fort Kent – Presque Isle

**Title: Member Services Advisor**

Reports To: Branch Manager

***Purpose:***

Serve as a liaison between the member and the credit union. Responsible for providing account information, opening new accounts, and professionally handling members' daily credit union needs. Provide a variety of transaction services to members.

***Duties and Responsibilities:***

1. Represent the credit union to members in a courteous and professional manner and provide prompt and accurate service in the processing of transactions.
2. Provide in-person and by-telephone general and specific service-related information concerning credit union services or policies.
3. Respond to members' requests, problems, and complaints and/or direct them to the proper person for specific information and assistance.
4. Open new accounts and service accounts. Set up new account files and provide members with all necessary information for membership.
5. Handle requests from members for transfers of shares to loan payments, share withdrawals, check requests, line of credit advances, and any other requests received from members.
6. Process member mail transactions.
7. Mail receipts and checks to members as indicated by policy and procedure.
8. Provide information on investment alternatives to members wishing to deposit funds with the credit union.
9. Research accounts for deposit, withdrawal, and loan-payment discrepancies.
10. Assist members with the proper completion of payroll deduction and direct deposit documents.
11. Assist members in opening individual retirement accounts.
12. Promote credit union products and services based on member needs that are obtained in day to day interaction, or member interviews.
13. Perform other duties as assigned by supervisor.