



Position Announcement: Credit Union
Position Title: MSR/Teller Supervisor
Department: Member Services
Location: 498 7th Avenue, NYC
Classification: Full-Time, Unlimited
No. of Positions: 1

Summary:

Responsible to ensure a superior level of service is delivered through the efficient operation of the Credit Unions member services and teller areas.

Primary Responsibilities:

- Maintain an up-to-date and comprehensive knowledge on all credit union products, services, regulations and compliance.
- Keep up with BSA Compliance.
- Maintain an up-to-date and comprehensive knowledge on all related policies, procedures, and rules and regulations, including robbery procedures.
- To ensure that all Credit Union membership accounts are opened and in a timely, efficient and accurate manner according to the established policies and procedures of the Credit Union
- To supervise the member services and teller staff to ensure the delivery of superior member services including, but not limited to:
 - Timely and accurate answering of member's telephone inquires
 - Pleasant and courteous interaction with members
 - Accurate and timely response to members inquires
 - Timely and accurate processing of all transactions
- Ensure that all payroll authorization requests are processed and forwarded to the appropriate institutions in an accurate and timely manner
- Ensure that all membership documents are scanned and filed in a safe and secure manner.
- Manage and maintain the scanned document database.
- Manage the dormant account and Abandoned property function in an efficient manner in order to minimize costs and risk to the Credit Union.
- Manage the inventory of Credit Union forms and Stationary
- Manage the returned mail function for the Credit Union in an efficient manner in order to minimize costs and risk to the Credit Union.

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- Educate members on Credit Union products and Services with the eye to increase member participation in these activities.
- Other duties as assigned by Management.

Qualifications:

- Communicate Clearly and easily with members, vendors and co-workers
- Ability to display leadership qualities with the highest degree of job responsibility and dedication
- Ability to learn and comprehend information regarding various financial services and products
- Ability to thrive in a highly visible fast-paced environment
- High energy, enthusiastic team player with a sense of urgency

Requirements:

- Strong verbal communication skills required
- Associates Degree in Business or a related field or an equivalent combination of education and experience
- Bachelor's Degree preferred
- Minimum 2 years work experience in Banking or Credit Union industry with direct member contact
- Must be Bondable
- Ability to lift and carry 25 lbs.
- Flexibility to work a variety of hours per week based upon workload and staffing.

All interested persons meeting minimum qualifications are encouraged to submit a resume and cover letter to Kathy Pierre, Chief Executive Officer of the Credit Union. These can be delivered to her on the 2nd floor of the 498 7th Avenue building, or sent via e-mail to kpierre@1199federalcu.org.

1199 SEIU Federal Credit Union is an equal opportunity employer

Posting date: May 24, 2021

Applications must be received by: May 28, 2021