
Member Service Representative and Loan Officer

First Missouri Credit Union, Missouri's oldest and longest serving credit union, is seeking the right candidate to work with our members to build trust and long-term relationships through personalized service and financial education.

General Summary

Your primary function as a Financial Service Representative to serve the Credit Union membership in person and via telephone efficiently, effectively, and accurately. Educating the membership, one member at a time, about FMCU products and services that could benefit them personally.

Essential Functions

1. Welcomes members to the credit union and provides routine information concerning services in accordance with credit union policies.
2. Open new accounts and handle member requests including but not limited to password resets, online banking/debit card issues, and changes to member accounts
3. Suggest credit union services that meet member needs by continually demonstrating a strong desire to inform and educate the membership
4. Ability to handle a high volume of phone calls and multitask.
5. Full mastery of the loan application and closing process.
6. Has shown the ability to make quality loan decisions.
7. Ability to generate sales leads from existing book of business by cross selling as well as referrals.

Secondary Functions

8. Tasks assigned by the Member Service Manager, VP- Operations or President/CEO
9. Support of administrative department when requested
10. Provide back-up/coverage to other departments, when necessary.
11. Proficiency in solving member in-branch issues, including branch equipment

Skills, Knowledge & Experience

- High school diploma or some college preferred
- Positive attitude with excellent interpersonal skills
- High aptitude in working with computer applications, including assisting others
- Superior communication and demonstration skills

Preferred Background

- One or more years of experience in a financial institution, service environment, and/or lending
- Goal oriented with a cross sell aptitude
- Organized, ability to manage time and pay attention to detail