

Chicago Municipal Employees Credit Union
Job Description

Title: Member Relations Coordinator	Reports To: Branch Supervisor
Department: Member Relations/Operations	Supervises: N/A
Date: revised January 2022	FLSA: Non-Exempt

Job Summary: We are the oldest active credit union in the State of Illinois. We are looking for an extremely energetic individual with prior experience and strong personal banking record. This individual will be responsible to increase the loan volume, opening, cross sell and bring new accounts and deposits. Be a multitasking and courteous professional who serves as liaison between the member and the credit union. Specifically, will be responsible for opening new accounts (savings, checking accounts, CD's Money Markets and IRA's ordering Debit and credit cards, and processing and closing all consumer loans). Serves as primary contact for member inquiries. Actively and effectively promote products and services. Promote the CU image/brand.

Essential Functions:

- ❖ Represents the Credit Union to the members in a courteous and professional manner and provide prompt, efficient and accurate service in the processing of transactions either by person or by phone
- ❖ Assist members in selecting the products and services that best meet their needs and goals.
- ❖ Perform routine transactions related to opening accounts, process, close and disburse loans
- ❖ Process credit cards requests and order cards
- ❖ Cross-sell credit union products and services, increase product penetration levels, meet product penetration goals via internal sales and target market mailings
- ❖ Participate in and working of onsite sales related events. May participate in local community events or SEG groups to increase branch awareness
- ❖ Respond to members' requests, problems, and complaints, and/or coordinate problem resolution through cooperative relationship with product specialist
- ❖ Process loans
- ❖ Adhere to and remain abreast of all regulations governing savings and lending
- ❖ Maintain a working knowledge of credit union history, philosophy, policies and procedures
- ❖ Float to other branches to cover and assist.
- ❖ Other duties as assigned to accomplish the goals and objectives of the Member Relations Management segment and the Credit Union

Qualifications: High School Graduate or equivalent required. College degree in business or related fields a plus. Minimum 3-4 years as a personal banker with very strong business development skills and familiarity with loan origination, processing and closing loans. Strong interpersonal, customer service and sales skills required to provide high standard of service. Knowledge of Microsoft office is required.

The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.
