

**Chicago Municipal Employees Credit Union**  
***Job Description***

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Title: <b>Universal Member Relations Coordinator</b>	<b>Reports To:</b> Branch Supervisor
Department: Member Relations Management	Supervises: N/A
Date: revised June 2017	FLSA: Non-Exempt(Full and Part Time)

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***Job Summary:*** Promote the CU image/brand. Serves as liaison between the member and the credit union in-person and via the phone. Responsible for opening new accounts (primary shares, sub shares, ATMs, credit cards, and loan closings). Serves as primary contact for member inquiries. Actively and effectively promote products and services. Will also perform routine teller transactions, including but not limited to deposits, withdrawals, cash advances, loan payments, credit card payments, and transfers.  
Will cover branch locations as business dictates

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***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
- ❖ Professionally and accurately communicating with members via phone or email
- ❖ 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 via phone and in-person
- ❖ Adhere to and remain abreast of all regulations governing savings and lending
- ❖ Conduct loan interviews and obtain previous credit history of member, as well as other pertinent data
- ❖ Reviews all loan documents for completeness and accuracy
- ❖ Coordinating closing with all involved parties
- ❖ Performs receipting/disbursing of funds services for members.
- ❖ Maintain account relationships through timely and accurate posting of members' transactions.
- ❖ Responsible for accurate cash handling and daily balancing of cash drawer.
- ❖ Examine checks for endorsement and negotiability.
- ❖ Adhere to and remain abreast of all regulations governing share accounts and transactions.
- ❖ Responsible for ensuring confidentiality of member information and professional delivery of quality services.
- ❖ Maintain a working knowledge of credit union history, philosophy, policies and procedures
- ❖ Float to other branches to cover and assist when staffing levels necessitate
- ❖ Other duties as assigned to accomplish the goals and objectives of the Member Relations Management segment and the Credit Union

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**Qualifications:** High School Graduate or equivalent required. College degree in business or related fields a plus. Minimum 3 years of 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.

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*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.*

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