



Job Description

Position Title:	Receptionist
Supervises:	N/A
Review Date	September 2023
Job status:	Non-exempt
Hours:	38 – 40 hours per week
Reports to:	Accounting Manager Director of Lending Director of Member Services Director of Technology

General Responsibilities

Responsible for greeting members in person, as well as on the telephone, answering the inquirer's basic questions and directing them to the appropriate personnel when necessary. Serves members promptly and courteously providing them with requested credit union information. Promotes credit union services. Responsible for transporting incoming and outgoing mail deliveries, as well as its internal distribution. Ensures timely opening and closing of the lobby. Serves as occasional backup teller.

Essential Duties and Responsibilities

- Act as the face of the organization and one of the first points of contact for our members
- Responsible for the timely opening and closing of the office to the public.
- Maintains a professional working area, that includes always being in control of member situations in the lobby and communicating any issues with management that may need to be escalated.
- Receive and announce visitors and guests to the credit union in a prompt and professional manner. Coordinate follow through so visitors and guest are met promptly.
- Answer telephone quickly, disseminate information or resolve questions, and/or route calls to appropriate individuals. Put calls on hold and coordinate follow through so caller is handled as promptly as possible and/or put into voicemail or take message at caller's request.
- Operating a multi-line phone system; screening and forwarding calls to the appropriate party.
- Check-in deliveries and distribute to appropriate personnel.
- Maintain visitor log.
- Work on teller line, as needed
- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that all information and transactions regarding credit union members are kept confidential.
- Demonstrates compliance with all State and Federal credit union regulations, including the Bank Secrecy Act.
- Conducts one's self and dresses in a manner that will enhance the credit union's image instill confidence and trust by the membership and public.

- Shall be a member of this Credit Union and will be a member in good standing. Delinquency of any amount owing this credit union could be cause for immediate dismissal.
- Strives to be involved in community activities.
- Maintains and projects credit union quality image.
- Responsible for assistance with snow removal on sidewalks.
- Performs other miscellaneous functions relating to the credit union.

Competencies and Skills

- Detail and results orientation.
- Communication and interpersonal relations, team player.
- Maturity, confidentiality and adaptability.
- Positive Member/Customer impact.
- High attention to detail, accuracy and thoroughness.
- Excellent verbal and written communication skills, including the use of proper grammar.
- Assumes responsibility for personal development through training, collaboration and teamwork.
- Proficient computer skills
- Knowledge in Microsoft Office Products. Is able to create and maintain documents.

Qualifications

- High School diploma required.
- Previous credit union experience would benefit this position, not required.
- Proven superior customer/member service skills.
- Ability to work independently as well as contribute positively to the team environment
- Ability to hear, assimilate and solve problems quickly, using a member service approach

Supervisory Responsibility

None required.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job; the employee is regularly required to walk, sit, balance, stoop, stand; use hands and arms to handle, reach, and feel objects; and talk or hear.
- The employee must occasionally lift, carry and/or move up to thirty pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Finger dexterity for operating computer, printer, fax, keyboard, calculator, telephone and other equipment used.
- Ability to sit or stand for extended periods of time.

Expected Hours of Work

Must have availability to work Monday through Saturday. Longer hours or evenings may be necessary.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT FOR EMPLOYMENT.

I acknowledge by signing below, I have read and understand duties, responsibilities, and expectations of my position.

Employee's Signature

Date

Supervisor's Signature

Date