**Position Title:** Branch Specialist

**Department**: West Street Branch

**Work Arrangement:** In- Office

We are guided by our IDEA principles – Inclusion, Diversity, Equity, and Accessibility – to support a workforce that reflects our community.  Our principles support Greylock’s mission and our goals of building a diverse workforce – reflecting multiple identities – and supporting the diverse communities we serve. We strive to ensure that the spaces in which we work and community members we engage are inclusive.

**To be employed by Greylock Federal Credit Union employees must reside in one of the following states: Massachusetts, New York, Vermont, or Connecticut. Moving costs will not be reimburse for this role.**

**Review of the candidate pool for each opportunity with Greylock Federal Credit Union will begin on the fourteenth day of posting.**

**There is a $2,000 non-discretionary bonus available for full time employment. Eligibility for the bonus is $1,000 after successful completion of onboarding to be paid in the second paycheck, and $1,000 after 6 months of continued satisfactory service**

Under the general supervision of the Branch Manager, performs a variety of member service and other related deposit and lending servicing duties to meet the service objectives and ensure effectiveness of member service in conformance with established Credit Union policies, strategies and procedures.

**Key Job Requirements:**

1. Performs any functions, within scope of authority and expertise to provide the highest level of service and responsiveness to the members served by the Credit Union while performing all duties in accordance with prescribed regulatory compliance guidelines and Credit Union Policies and procedures.

2. Accurately processes a variety of member transactions in accordance with cash handling procedures and policy (deposits, withdrawals, loan payments, check cashing, etc). Balances cash, work and ensures proper documentation is signed and stamped at end of day.

3. Serves as a Member Services Representative. Provides a wide variety of member service.  Opens various types of accounts and assists with a wide variety of transactions. Troubleshoots and reconciles problems and/or complaints referred by members and/or Tellers.

4. Maintains current knowledge of all Credit Union products and services.  Actively cross sells and provides product guidance to members.  Refers members to specialized departments as appropriate.

5. Is accountable for performing key job requirements of a Member Service Representative and a Teller.

6. Serves as a loan interviewer. Interviews and completes loan applications for the consumer loans offered by the Credit Union.   Provides financial advice concerning loan options and features.  Processes online consumer loan applications.

**Related Responsibilities:**

7. Uses Greylock’s principles of Relationship Decisioning.

8. Assists members on any problems on existing accounts.  Provides guidance and troubleshoots account errors. Performs file maintenance of member account information.

9. Accountable for securing work station and confidential data. Safeguards documents with member information at all times. Maintains privacy of member account information

10. Promotes the Credit Union wherever and whenever possible. Encouraged to actively represent the Credit Union in local civic, community and professional organizations.

The above is a description of the ordinary duties of the position.  It should be expected that from time to time other duties, both related and unrelated to the above, may be assigned and, therefore, required.

**Position Requirements:**

* High School diploma or its equivalent plus specialized course work and training.
* Preferred: Three or more years in a Teller position.
* Demonstrates a positive, professional communication style and quality member service, with effective organizational and interpersonal skills, while meeting assigned deadlines.
* Ability to work independently and in a remote location.
* Preferred: Good working knowledge of Credit Union products and services.
* Preferred: A basic understanding of compliance regulations adhered to in the branch network.
* Ability to use various types of office equipment, spread sheet applications, adding machines, cash recyclers (as applicable) and PC proficient in Microsoft Office Suite.
* Ability to lift up to 25 pounds and stand for a long period of time.
* Ability to work in a high volume work environment.
* Ability to travel to the Credit Unions’ various branch locations.

**Supervisory Scope:**None