

<b>Job Title:</b>	Member Concierge	<b>Job Code:</b>	TO101		
<b>Grade:</b>	015	<b>FLSA Status:</b>	N		
<b>Department/Group:</b>	N	<b>Job Family:</b>	Administrative		
<b>Reports to:</b>	Chief Operations Officer	<b>Supervisory Role:</b>	No	<b>Financial Role:</b>	No

## Job Summary

As a member of the St. Thomas Federal Credit Union team, the Member Concierge supports the National Credit Union Administration's (NCUA) regulations and policies and other Credit Union policies and respectfully interacts with others in the organization and those doing business with the Credit Union. Represents the Credit Union with professionalism, ethics, integrity, and mutual respect towards colleagues and internal/external clients. Keeps current and proficient with necessary skills and knowledge, including computer skills. Self-identifies training needs relevant to work area and responsibilities. Demonstrates initiative, flexibility, openness to change, and accountability. Works within a team environment, providing support to and collaboration with colleagues.

When performing daily work, the Member Concierge performs transaction duties to serve members through incoming, outgoing, and interoffice calls in accordance with Credit Union policies and procedures. Maintains a thorough knowledge of all Credit Union products and services. Presents and explains a basic number of Credit Union products and services to members or refers members to the appropriate sales staff. Requires an ability to communicate effectively with prospective and current members and represent the Credit Union positively and professionally.

## Purpose

Project a positive image as a representative for the credit union in receiving visitors and guests. Answer telephones, process mail, and perform various administrative and clerical duties as assigned.

## Duties and Responsibilities

- Receive and announce visitors and guests to the credit union promptly and professionally. Coordinate follow-through, so visitors and guests are met promptly.
- Answer telephone, disseminate information, resolve questions, and/or route calls to appropriate individuals. Put calls on hold, and coordinate follow through so the caller is handled as promptly as possible and/or put into voice mail or take a message at the caller's request.
- Record messages on standard forms and delivers them to employees.
- Provides information to members on their eligibility for loans and advances, when possible.
- Utilize credit union procedures and computer applications, including email, Internet, word processing, spreadsheet, database, and system software.
- Maintain an up-to-date list of employee extension/telephone numbers.
- Maintain the schedule for the use of various credit union rooms.
- Cross-train in member service functions.
- Performs other related duties as assigned.

## Minimum Qualifications

High School diploma or equivalent. Twelve months of experience in-office procedures and knowledge of telephone communication technology and/or customer service. Ability to interact with others positively both in person and by phone. Ability to work in a team environment and demonstrate communication and analytical skills. Ability to handle a variety of member requests, including difficult member situations. Excellent written and verbal communication skills. Ability to accurately and efficiently enter data and update member financial records via computer. Ability and willingness to sell products and services. Additions or modifications of these requirements may be made as needed to maintain service levels to members. Knowledge of office equipment and other automated enhancements. Proficiency with Microsoft Office products and core operating software required within 30 days of employment.

## Minimum Competencies

<b>Quality/Compliance</b>	Achieving a standard of excellence with the work processes and outcomes, adhering to STTFCU policies and all regulatory requirements.
<b>Member Focus</b>	Striving for high customer satisfaction.
<b>Communication</b>	Balancing listening and talking skills. Speaking and writing clearly and accurately. Being able to influencing others, and keeping others informed.
<b>Collegiality</b>	Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.
<b>Initiative</b>	Taking ownership of the work, doing what is needed without being asked, and following through.
<b>Efficiency</b>	Planning ahead, managing time well, being on time, being cost conscious, and thinking of innovative ways to accomplish the organization's objectives.
<b>Coachability</b>	Being receptive to feedback, willing to learn, and embracing continuous improvement.

## Work Environment

<b>Supervision</b>	Work performed under close supervision with regular checking and review by supervisor; duties are so routine that they require only simple, standard instruction without regular, on-site supervision.
<b>Complexity of job</b>	Work consists of routine tasks with little or no choice regarding the procedures used to achieve results. Requires the use of some judgment in following routine instructions or procedures.
<b>Working environment</b>	Work is normally performed in a typical interior work environment that does not subject the employee to any hazardous or unpleasant elements.
<b>Physical demand</b>	The position requires light physical activity.
<b>Customer interaction</b>	Requires moderate interpersonal and communication skills to ensure that member requests or needs are met. Acknowledges and clarifies member inquiries, requests, or complaints to ensure that needs are identified, documented, and addressed.

**Internal contacts**

Some contact with others, including customers and employees outside of immediate work area. Purpose of contacts is to provide explanation or interpretation of information. May handle confidential information and some complex matters requiring thought and judgment.

**Supervision of others**

No responsibility for supervising others.