

## **Job Description**

**TITLE: RECEPTIONIST**

**REPORTS TO: BRANCH MANAGER**

**STATUS: HOURLY NON-EXEMPT**

### **Purpose**

The receptionist projects a positive image as a representative for the credit union in receiving visitors and guests. Answer telephones, process mail, provide information to members, and perform various administrative and clerical duties as assigned.

### **Requirements**

- High School diploma or GED
- PC skills required
- Professional communication skills required

### **Duties and Responsibilities**

- Greets and welcomes members/non-members in a courteous, professional and timely manner. Directs members for credit union services, shows interest in member's needs.
- Answers telephone, route calls to appropriate individual and/or voice mail, accept verbal deposit/withdrawal transactions from account to account.
- Ask probing/clarifying questions as to purpose of the members visit and determines appropriate course of action for member.
- Answer general questions from members at the desk.
- Gives general information regarding credit union.
- Alerts MSR's that member(s) need assistance.
- Receives and distributes daily mail. Logs night-drop.
- Maintain pamphlets, bank deposit and withdrawal slips, and calendars.
- Provide administrative and clerical support to the credit union as required.
- Perform some file maintenance and accounts changes as needed.
- Performs other duties as required by management.
- Maintains confidentiality of the credit union.