



POSITION DESCRIPTION

Position: Receptionist
FLSA Status: Non-Exempt

Position Overview

Under immediate supervision, the Receptionist serves in a front-line capacity serving members either in person or on the phone.

Essential duties and responsibilities:

- Must present professionalism in appearance and attitude as well as a high level of respect in all job duties. Must have a courteous and friendly demeanor with members, supervisors, and co-workers is required.
- Greets and welcomes members and/or potential members and directs them to appropriate staff member(s).
- Must be able to appropriately communicate and listen effectively to member requests and take prompt action to assist, as appropriate.
- Oversees and maintains member / visitor waiting area
- Performs clerical and administrative tasks daily
- Ability to answer inquiries via phone, in person, or electronically
- Reviews and distributes incoming mail
- May be required to fill-in at other branch offices, as needed during vacations or other absences.
- Ensures that the credit union image is favorable, reflecting a sound and secure financial institution that employs prudent housekeeping procedures, safety measures, and provides a pleasant atmosphere for members, including but not limited to, privacy and confidentiality.
- Other duties as assigned by direct manager or senior level staff, as determined by fluctuating business needs.

Minimum Requirements:

- High school diploma or GED equivalent

Competencies:

- Ability to read, write, and utilize basic math skills
- Ability to apply common sense understanding to carry out instructions verbally and/or in writing
- Ability to multi-task and work in a fast-paced environment and changing priorities

Work Environment:

Required to sit, stand, walk, stoop, and kneel. Ability to use hands and fingers and reach with hands and arms. The noise level in the work environment is moderate.

Reasonable accommodations may be made to individuals with disabilities.