



**TITLE:** MSR  
**REPORTS TO:** Branch Manager /Teller Supervisor **SUPERVISES:** None

**Purpose:**

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

**Duties and Responsibilities:**

Receives and processes member financial transactions, including deposits, withdrawals and loan payments; sells gift card to members; transfers amounts from member accounts as directed.

Post transactions to member accounts and maintain records.

Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service.

Balances cash drawer and daily transactions.

Learn about all credit union products and services so as to cross-sell credit union products and services to meet member needs.

Performs a variety of miscellaneous tasks including, scanning, filing, computer input and answering the telephone.

Completes required annual BSA/AML training

Accurately completes CTRs and SARs.

Reports all suspicious activity to the BSA Officer.

Performs other duties as assigned.

**Expectations:**

To provide friendly, professional, personal service to all members.

**Knowledge and Skills:**

Education: A high school education or GED

Interpersonal Skills: Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**