SUMMARY:

Project a positive image as a representative of the credit union in greeting visitors, guests and members. Support the Contact Center with processing incoming checks and posting them to members account. Provide confidential, professional, administrative, and clerical support for the Human Resources Department that includes a wide range of duties and projects to be handled with confidentiality and discretion.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

• Greet and welcome visitors, guests, and members to the credit union in a courteous, professional, and timely manner. Notify HCU representative, coordinate and follow through so guests are met promptly.

• Process checks for deposit to accounts, verify amounts, examine checks for proper endorsement, and accurately enter deposits into members account.

• Perform a variety of confidential administrative and clerical duties for the Human Resources Department including preparing manuals, new hire training materials, reports, correspondence and other communications.

• Responsible for processing Business Cards, Name Badges, Logowear, etc... orders.

• Assists with preparing and maintaining employee files, assuring timeliness, accuracy, completeness, compliance and confidentiality.

• Assists with mail process by retrieving and dropping off mail, sorting, and distributing to appropriate individuals or departments.

• Participate and contribute in HR staff meetings and attends other meetings, seminars, or training.

• Assists with the coordination and preparation of Employee Appreciation, Employee Events, and other special projects.

• Maintain a clean and organized work area to ensure information remains confidential.

• Ensures HR Department supplies are ordered and that sufficient stock is on hand.

SUPERVISORY RESPONSIBILITIES:

No requirement.
PERFORMANCE STANDARDS:

Resourceful and proactive; ability to maintain confidentiality of records and information, diplomacy, tact, and professionalism in actions and appearance. Must understand credit union products and services and be able to post transactions accordingly. Has the responsibility to have a cooperative and positive attitude toward members and credit union staff while maintaining a professional appearance and demeanor. Competent and able to use Microsoft Outlook, Word, Excel, Publisher, FrontPage, and XP. Demonstrated record as a self-starter, organized, dependable, attention to detail and professional.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Associates Degree in Human Resources or Business, BA in Human Resources preferred; two year's related experience and/or training; or equivalent combination of education and experience. Related work experience may substitute for education.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence and to speak in a positive and professional manner with employees, guests and/or vendors.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
CERTIFICATES, LICENSES, REGISTRATIONS:

No requirement.

OTHER SKILLS and ABILITIES:

In addition to performance standard requirements, able to operate equipment such as scanners, laser printers, photocopiers and fax machines. Knowledgeable in credit union terminology and acronyms commonly utilized in the day to day communication to staff and others involved in the credit union system.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand, walk, reach with hands and arms, crawl/stoop, and talk or hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MENTAL DEMANDS:

While performing the duties of this job, the employee is continuously required to be alert, remember a significant amount of details, concentrate, exercise judgement, read, write, reason, and take initiative to start and complete tasks, and exercise patience.

The employee is frequently required to solve problems, analyze situations and apply common sense to resolve issues.

The employee is occasionally required to be persuasive, negotiate, and instruct.