

## SENECA NATION OF INDIANS CREDIT UNION

Office Location: Cattaraugus Territory

### JOB DESCRIPTION

Position Title	Member Support Representative
Date	August 2025
Status	Non-Exempt
Reporting To	Operations Manager
Wage	\$17.00/hr - Full Time
Location	Cattaraugus Branch

### POSITION SUMMARY

The Member Support Representative is the credit union's primary point of contact, delivering exceptional frontline member service while safeguarding the accuracy and integrity of every transaction. This role focuses exclusively on teller and member-service duties.

### ESSENTIAL JOB FUNCTIONS

#### Member-Focused Services

- Process deposits, withdrawals, transfers, payments, and other routine transactions with precision.
- Welcome members warmly, listen actively, and resolve basic inquiries or concerns.
- Educate members on products such as checking, certificates, and savings clubs, matching solutions to needs.

#### Digital & Remote Support

- Assist members in enrolling, navigating, and troubleshooting online and mobile banking.
- Escalate complex technical issues promptly to the appropriate manager.

#### Account Maintenance

- Open new memberships and ancillary accounts; update contact information.
- Handle debit-card disputes and stop-payment requests.
- Ensure all documentation is complete and complies with policy.

#### Team & Branch Support

- Balance cash drawer daily.
- Keep the lobby and teller line clean, professional, and inviting.
- Participate in ongoing training and suggest service improvements.

### UNIVERSAL BEHAVIORS

#### Knowledgeable and Experienced

- I promise to take personal ownership for learning and using that knowledge to provide value to those that I serve by:

- Looking for answers until I find them.
- Seeking opportunities to learn from others.
- Appreciating and respecting others' views.
- Acknowledging mistakes and learning from them.
- Going out of my way to share my knowledge and experience.

#### Striving for Operational Consistencies

- I promise to make it easy for you through consistency, efficiency, and accuracy by:
- Doing it right the first time, being thorough and accurate.
- Taking pride and ownership in my work.
- Making and keeping commitments.
- Continuing to look for better ways to do things and challenging the status quo.

#### Rewarding Work Environment

- I promise to show care, compassion, and respect toward everyone I interact with by:
- Being approachable and accessible to others.
- Creating a pleasant work environment for each other.
- Always asking what more I can do.
- Resolving differences promptly.
- Recognizing the contributions of others.
- Embracing diversity in the workplace.

#### Committed to Member Service

- I promise to deliver exceptional member service by:
- Interacting with a natural and genuine friendliness.
- Being courteous and respectful.
- Creating a welcoming environment.
- Exceeding your expectations.
- Sharing the moment and finding common ground.

### MINIMUM QUALIFICATIONS

- High school diploma or equivalent; college coursework in business or finance preferred.
- One year or more of teller, cashier, or customer-service experience in a financial-services or retail setting.
- Proven cash-handling accuracy and basic math proficiency.
- Strong interpersonal, communication, and active-listening skills.
- Ability to learn core processing and digital-banking systems quickly.
- Capable of standing for extended periods and lifting up to 25 lbs. of coin/cash.

Position is subject to Background Check, Pre-Employment and Random Drug Screens.

**INQUIRIES:** Call 716-532-8179 or email: [info@snifcu.org](mailto:info@snifcu.org) for more info or to send in your application.