

## **eServices Lending Member Service Representative – Job Description Summary**

Responsible for identifying customer needs and presenting and explaining products and services to customers for new business development. Works with customers to research and resolve account-related inquiries submitted through e-mail, audio response or home banking. Processes online loan applications. This position requires a thorough knowledge of: account ownership and classifications, loan products, share drafts, share certificates, individual retirement accounts, VISA, audio response, ATM, payroll deduction, Home Banking, and ACH/direct deposit programs. Responsible for ensuring confidentiality of customer information and professional delivery of quality service. This high contact position requires the ability to communicate effectively with prospective and current customers alike. Must be able to work effectively with prospective and current customers and fellow employees.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment