

Russell Country Federal Credit Union

Job description: Receptionist

Reports To: VP of Operations

Location: Great Falls Main Branch

Status: Non-Exempt, Full-Time

Pay Range:

Low	Mid	High

Summary:

The Receptionist is responsible for consistently providing an atmosphere of high-quality member service and projecting a positive image as a representative of the credit union. This role involves assisting members, answering telephones, processing mail, and performing various administrative and clerical duties. The position also includes a wide range of transactional duties to serve members effectively.

Duties and Responsibilities:

The Receptionist will perform the following key responsibilities:

Member and Guest Service:

- Greet and welcome members to the credit union in a courteous, professional, and timely manner.
- Assist members with basic account inquiries and digital banking questions both in person and over the phone.
- Schedule and check members in for appointments.
- Assist with support communications.
- Maintain up-to-date knowledge of all credit union products, services, policies, and procedures to assist members and cross-sell based on their needs.

Administrative Support:

- Answer telephone calls, provide information, resolve questions, or route calls to appropriate staff members.
- Open and route incoming mail to the appropriate personnel or department. Process outgoing mail.
- Provide administrative and clerical support to the staff as needed.
- Ensure the front desk, copy room, coffee bar, and lobby areas are properly stocked and maintained in a clean and professional manner.

Transaction Processing:

- Perform non-cash transactions and entry-level member service transactions, including but not limited to creating membership cards and starter checks, processing check orders, and accepting address changes and wire requests.

Other Duties:

- Assist with support communications.
- Serve as a notary public.
- Perform additional duties as assigned by management.

Supervisory Responsibilities:

This position has **no supervisory** responsibilities.

Qualifications, Knowledge, Skills, and Abilities:

To succeed in this role, the candidate must meet the following requirements:

Education and Experience:

- High school diploma or GED required.
- Bond-ability is required for all employees.

Skills and Abilities:

- Present a positive and professional image.
- Proficiency in Microsoft Suite (e.g., Word, Excel, Outlook) and familiarity with credit union systems such as Symitar and Synergy.
- Strong verbal, written, and interpersonal communication skills.
- Detail-oriented with excellent organizational skills.
- Strong problem-solving skills and the ability to interpret and analyze data.
- Ability to work independently and as part of a team.
- Ability to prioritize tasks and meet work requirements in a fast-paced environment.
- Basic mathematical skills and 10-key proficiency.

Preferred Skills:

- Superior member service skills.

Physical Demands:

- Regularly required to sit, use hands to handle objects or tools, and talk or hear.
- Occasionally required to lift and move up to 50 pounds.

Work Environment:

- Fast-paced environment with frequent interruptions.
- High accuracy requirements.
- Occasionally required to handle interactions with disgruntled members.

Benefits:

The Receptionist position offers a comprehensive benefits package, including:

- Competitive compensation.
- Medical, dental, vision, life, and long-term disability insurance.
- 401(k) retirement plan.
- Paid time off (PTO) and paid federal holidays.
- Employee Assistance Program (EAP).

Disclaimer:

This job description is intended to provide an overview of the responsibilities and qualifications for the position. It is not an exhaustive list of all duties, responsibilities, and qualifications required of employees assigned to this role. Management reserves the right to modify the job description at any time.