

Job Description

Title: Member Solution Clerk

Reports to: Member Solution Manager, V.P. of Lending

Status: Non-Exempt

Purpose: Provide information and help the credit union members with negative share/share draft accounts. Carry out a wide variety of administrative duties pertaining to share/share draft services.

Duties and Responsibilities:

1. Communicate with members regarding transactions relating to the account (overdrafts, account closings, charges and fees, transfer of funds, etc.)
2. Assist member with reconciling their statements.
3. Assist manager in preparing share draft reports – daily activity and monthly reports.
4. Process, mail, and log requests for copies of share drafts.
5. Perform skip tracing duties as required and directed.
6. Respond to calls regarding negative checking accounts.
7. Input data into the credit union's collection system.

Requirements:

High School graduate or equivalent. One year of experience in the collection field with knowledge of current regulations regarding collections, or one year of experience with Meritus in a problem-solving capacity which routinely requires independent decision making. Direct and varied member contact is also a requirement. Requires effective oral, written, interpersonal skills, including the ability to be assertive in protecting Meritus' assets while assisting the member achieve current account status. Computer skills, including familiarity with internet research, word processing, and spreadsheet software. Ability to work independently and exercise good judgment and initiative.