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Job Title: **Concierge**

Location: **In Branch**

Reports to: **Branch Leadership**

Earnings Potential: **\$14-\$19.50**

Position Purpose:

- * Providing “Always-on” excellent service experience
- * Assist members with in-branch technology including ITM’s and POPi/o video services
- * Train members for technology-first solutions
- * Advise and provide solutions for short-duration interactions including opening sub-shares, cutting checks, technology trouble-shooting, etc. Providing sit-down service in a pinch

Knowledge Required:

- Product and Services Knowledge
- Card service skills
- Online delivery expertise
- User side of electronic delivery
- New Accounts, BSA (compliance for deposit side)
- Trouble-shooting for technology

Ideal Personality Profile:

Outgoing personality, relationship-builder, problem-solver, follow-through, detail-oriented, thoughtful, “can-do” attitude, efficient, animated, creative, techno-savvy

Required Skills:

- Associates Degree or equivalent (Preferred, but not required)
- Excellent Customer Service and Sales Skills
- Computer Proficiency (Word, Excel, Keyboarding, 10-key)



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- Math Aptitude
- Meticulous Professional Characteristics
- Good verbal and written communication skills
- Ability to work as a team player, being flexible and dependable
- Work independently while displaying initiative and good decision-making skills
- Maintain a high level of professionalism while working under pressure
- Ability to lift up to 30lbs

Intent and Function of Job Descriptions

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective performance appraisal system and related promotion, transfer, layoff and termination decisions. Job description that are well constructed are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidental to each position, have been excluded. Requirements included have been determined to be the minimal standard to successfully perform the positions. In no instance, however, should the accountabilities, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.