



8828 N. Stemmons Frwy., Ste. 113
Dallas, TX 75247

Assistant Manager

The Assistant Manager position is a key role at Metro Medical Credit Union and affords a rewarding career with competitive pay and excellent benefits. Opportunities abound to provide exceptional service while promoting our wide array of financial products and services.

REQUIREMENTS:

- This position requires a high school diploma or equivalent, a proven track record in customer service and cash handling experience.
- Proficiency in basic computer, data entry and typing skills is required.
- Must demonstrate a positive attitude, a professional image, and be self-motivated and have the ability to manage multiple projects and tasks simultaneously. Excellent oral and written communication skills are required.
- Managerial/Supervisory experience is a plus.
- Bilingual – English/Spanish speaking is preferred

PRIMARY DUTIES:

- Represents the Credit Union to the members in a friendly, positive, and professional manner
- Greet members as they enter the facility and during their visit.
- Provides prompt, efficient, confidential, and accurate service in the processing of transactions.
- Learns to recognize member's needs for services, and presents and refers them appropriately.
- Handles all monetary transactions for members (i.e., deposits, withdrawals, loan payments, check cashing, miscellaneous receipts) and other normal inquiries including examining checks for endorsements.
- Balances currency, coin, and checks in cash drawer at end of shift and compares totaled amounts with data displayed on computer screen.
- Determines acceptability of negotiable items and of member identification.
- Maintains cash drawer at a predetermined dollar level and requests additional cash as needed.
- Places holds on accounts for uncollected funds as deemed necessary.
- Answers basic member questions regarding their accounts (i.e., current balance, checks cleared).



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- Responds to members' requests, problems, and complaints, and/or directs them to the proper person for specific information and assistance.
- Performs all other duties as assigned.
- Be able to handle different situations; i.e., demonstrate versatility.
- Ability to work effectively as a team member.
- Responsible to develop and maintain a high level of product service knowledge.
- Recognize/listen to member requests and/or concerns and identify their needs.
- Provide other functions as requested.