

**KAUAI FCU  
 Job Description**

<b><u>Job Title:</u> Member Support Specialist I</b>	<b><u>Effective Date:</u> April 2026</b>
<b><u>FLSA Status:</u> Non-Exempt</b>	
<b><u>Reports to:</u> Member Support Supervisor</b>	
<b>PURPOSE AND SCOPE</b>	
<ul style="list-style-type: none"> <li>• Contribute to operational efficiencies and enhance the member journey through direct support of front-line operations staff. Serve as a reference to front-line staff in dealing with complex member issues such as card processing, Individual Retirement Accounts, and disputed transactions.</li> <li>• Provide support to the membership in their use of all delivery channels offered by the credit union. Serves as the primary point of contact for members communicating with the credit union remotely. Methods of communication include telephone, email, and other electronic messaging.</li> <li>• Assists in the back-office processing of the credit union’s electronic services (ACH, Debit, Wire, etc.).</li> <li>• Represent the credit union professionally and in accordance with the expectations set forth by the credit union’s brand.</li> </ul>	
<b>ESSENTIAL JOB FUNCTIONS</b>	
1. As part of operations team, answers the credit union’s telephone and responds timely to member inquiries through remote channels such as online banking secure messaging, email, text message, and chat. Processes a variety of member financial transactions, balances and reconciles daily transactions, and cross-sells credit union products and services in a professional, competent, and courteous manner.	
2. Secondly performs a variety of operational support functions for the department, including but not limited to Daily ACH Processing, Daily Share Draft Processing, Debit Card Disputes, and any other related duties in the back office.	
3. Projects a positive attitude and infectious enthusiasm in interactions with members and staff.	
4. Maintains a comprehensive knowledge of all credit union products and services to assist members with a wide range of inquiries.	
5. Reviews and processes back office functions such as outgoing/incoming wires, returned mail, daily notices, dormant accounts, and negative balances.	
6. Reviews and responds professionally to any electronic messaging from members. Including Text Messages, Online Messages, Aloha Email, Etc.	
7. Identifies process improvements to enhance the member experience, streamline operations and maintain adequate controls across the organization.	

8. Carries out responsibilities in accordance with credit union policies and procedures, as well as state and federal lending regulations, including but not limited to the Bank Secrecy Act, the USA PATRIOT Act, Office of Foreign Assets Control, and the Equal Credit Opportunity Act.	
9. Support the team and wider organization by completing other tasks and special projects assigned.	
10. Performs other work as assigned.	

<b>SUPERVISION RECEIVED</b>
<ul style="list-style-type: none"> <li>• Under direct supervision from the Member Support Supervisor, provide support to the credit union’s operations.</li> <li>• Empowered to solve problems in a professional and timely manner.</li> <li>• Exercise discretion and independent judgment in tasks/situations detailed in departmental procedures.</li> </ul>
<b>MANAGEMENT/SUPERVISORY RESPONSIBILITIES</b>
Directly Supervises: NONE

<b>IDEAL EDUCATION AND/OR EXPERIENCE</b>
<ul style="list-style-type: none"> <li>• High School diploma and</li> <li>• Two years clerical/financial institution/Operations and customer service experience</li> <li>• Must be able to attend yearly training related to daily duties, either virtually or in person.</li> </ul> <p><b>For Internal Promotions:</b></p> <ul style="list-style-type: none"> <li>• Above average performance rating from the previous two annual performance evaluations, and</li> <li>• Financial institution related educational courses/seminars (e.g., HCUL, CUNA, FEAH, etc.) as recommended by management.</li> </ul>
<b>IDEAL KNOWLEDGE/SKILLS</b>
Must be able to communicate (verbally and in writing) clearly in the English Language.

**REASONING/DECISION-MAKING/PLANNING ABILITY**

Must be able to make good decisions dealing with members, employees, and the public in a timely manner.

**PHYSICAL DEMANDS**

**Work Environment:**

- “Moderate” noise level in an enclosed air-conditioned facility (e.g., office with computers, printers, work area with light traffic, telephones, etc.).
- May require continuous communication via telephone and other electronic messaging for up to 4 hours.
- Usually indoor work with occasional work outdoors.
- Must be able to lift, push, and pull a minimum of 25 lbs.
- Must be able to operate office equipment such as: computer, typewriter, fax, telephone, photocopier, and calculator.
- Position may require prolonged sitting, standing, and walking.

**TRAVEL REQUIREMENTS**

Some travel may be required to attend meeting/educational offerings by car or aircraft to various locations throughout the United States. The length of the travel varies by purpose.

Must be able to regularly travel between the credit union’s offices in order to ensure effective operations, and to attend required meetings and training sessions.

**ATTENDANCE REQUIREMENTS**

**Please note that scheduled attendance requirements may change due to business needs.**

Scheduled days of work when the credit union is open:

Monday through Thursday from 7:45 a.m. – 4:30 p.m.

Friday from 7:45 a.m. – 5:30 p.m.

Must be able to work additional hours, weekends, and Holidays as needed.