

**Evergreen Credit Union**  
**Structured Compensation - Job Description**  
**Receptionist**

Data Year: 2025  
Prepared On: 03/17/2025

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Department:	Branch	Grade:	5
Reports To:	AVP Branch Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	03/08/2016
		Revised Date:	03/17/2025

**Role:**

As the first point of contact for our members and visitors, you will provide exceptional customer service, manage front-desk operations, and ensure a welcoming and professional environment.

**Essential Functions & Responsibilities:**

- E 40% Welcome members in a friendly manner and direct them to the appropriate person or department for assistance. Oversee the check-in procedure for all branch guests.
- E 30% Assist members with general inquiries and provide information about our services.
- E 25% Perform basic administrative tasks, such as returned mail, outgoing mail, ordering supplies, ordering checks, assembling new member folders, processing debit cards, printing checks, ordering marketing materials for the branch, and performing notarial requests.
- E 5% Performs other related duties as assigned.

**Performance Measurements:**

1. Provide friendly, timely and professional service to all members. To assist members waiting in the lobby within two minutes; respond to all correspondence within 2 hours.
2. Process member transactions efficiently and accurately.
3. Develop and improve knowledge and skills in financial service areas.
4. Maintain a professional work environment and professional appearance.
5. Maintain a dependable record of attendance and timeliness.

**Knowledge and Skills:**

Experience One year to two years of similar or related experience.

Education A high school education

Interpersonal Skills Work involves interacting with individuals beyond immediate colleagues for routine matters, primarily to exchange information, which may require some discussion. External contacts include serving the public, members, non-members, and guests.

Other Skills Basic knowledge with the use of Microsoft 365.

Physical Requirements Must possess sufficient manual dexterity to skillfully operate office equipment including but not limited to the scanner, a computer, photocopier and telephone. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hand to finger, handle or feel objects; reach with hands and arms; balance; stoop; kneel, crawl or crouch; talk or hear. The employee may occasionally lift up to 20 pounds. Specific vision abilities are required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment      General office.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**

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Printed Employee Name

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Date

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Employee Signature