

# Now Hiring

## Mayor's Office of Employment Development Workforce Centers

### Eastside One-Stop Career Center

3001 E. Madison St.  
Baltimore, MD 21205  
410-396-9030

### Northwest One-Stop Career Center

Mondawmin Mall  
2401 Liberty Heights Ave.  
Baltimore, MD 21215  
410-396-7873

### Employment Connection Center

1410 Bush St.  
Baltimore, MD 21230  
410-396-1052

### Workforce Reception Center

*(By referral only)*  
100 W. 23rd St.  
Baltimore, MD 21218  
Phone (410) 396-6580

### Westside Youth Opportunity (YO Baltimore)

1510 W. Lafayette St.  
(Gillmor St. entrance)  
Baltimore, MD 21217  
410-545-6953

### Eastside Youth Opportunity (YO Baltimore) HEBCAC

1212 N. Wolfe St.  
Baltimore, MD 21205  
410-732-2661

### Partner Sites

#### Bon Secours Community Works

Community Job Hub  
26 N. Fulton Ave.  
Baltimore, MD 21223  
410-801 6100

#### GEDCO

Community Job Hub  
5513 York Rd. (rear entrance)  
Baltimore, MD 21212  
410-532-7117

#### My Brother's Keeper

Community Job Hub  
4207 Frederick Ave.  
Baltimore, MD 21229  
667-600-2950



@BaltMOED



moed.baltimorecity.gov



## MEMBER SERVICE REPRESENTATIVE I/II – MWE #1348641

### POSITION SUMMARY:

**MSR I:** Under general supervision, acting as a liaison for the credit union to maintain member loyalty by efficiently meeting the needs or requests of the member. Provide accurate account information as requested by the member and provide information about the various credit union products and services to members and prospective members. Opens new accounts, resolves issues and professionally handles members' inquiries face to face. Provides a variety of transactional services for members' accounts on deposit and loan products. Ability to recognize additional financial service needs of the member and able to promote and explain these services/products to the member.

**MSR II:** Under moderate supervision, acting as a liaison for the credit union to maintain member loyalty by efficiently meeting the needs or requests of the member. Provide accurate account information as requested by the member and provide information about the various credit union products and services to members and prospective members. Opens new accounts, resolves issues and professionally handles members' inquiries face to face. Provides a variety of transactional services for members' accounts on deposit and loan products. Ability to recognize additional financial service needs of the member and able to promote and explain these services/products to the member. Ability to assist with Teller functions. Conduct on the job training for MSR I.

### QUALIFICATIONS:

- High School diploma, general studies required.
- 12-18 months Teller/Member Service required.
- Financial services background preferred. Proficient in the lending process including; input, maintenance.
- Proficient written and oral communication skills.
- Participation in Business Development activities required.

**LOCATION:** Headquarters Branch - One South Street, Baltimore, MD 21202

**SHIFT:** FULL-TIME (INCLUDES SATURDAYS)

**To Apply: Please email resume to [clester@oedworks.com](mailto:clester@oedworks.com)  
Subject Line MEMBER SERVICE REPRESENTATIVE**

**All applicants must register with the Maryland Workforce Exchange. Please visit Maryland**

**Now Hiring is a service of the Mayor's Office of Employment, the Baltimore  
Workforce Development Board and multiple workforce partners.**



A proud partner of the  
**AmericanJobCenter**  
network