



Structured Compensation Job Description

## File Clerk

**Department:** Branch Operations  
**Reports to:** Administrative Assistant of Loans  
**Supervises:** Direct: N/A Indirect: N/A  
**Location:** Galena Park

**Level:** 1 – Entry Level  
**Classification:** Non-Exempt  
**Classification:** Full –Time  
**Revised Date:** 09/2018

**Role:**  
The primary role of this position is to assist in the clerical and filing operations of the institution.

**Responsibilities:**

- Files all documents into the corresponding member files
- Processes and verifies all outgoing mail. May be required to use the document folding and postage machine.
- Other duties as assigned

**Expectations:**

1. To practice, promote, and support the mission and vision of the credit union and ensure that they are carried out by each employee.
2. To provide prompt, friendly, professional, personal, and accurate service to all members.
3. To identify the financial needs of a member and cross-sell products and services and/or refer the member to the appropriate department if necessary.
4. Maintains a work area that is clean, well maintained, and secure.
5. Members problems or questions are courteously and promptly answered.
6. The credit union’s professional reputation is maintained and conveyed.
7. Respond to all telephone messages and correspondence in a timely manner.

**Education, Experience, and Abilities:**

<i>Education</i>	A high school diploma or GED
<i>Experience</i>	Previous cash handling and/or teller experience preferred
<i>Skills</i>	Must have strong verbal and interpersonal skills and also the ability to effectively communicate with members, management, and staff.  Good customer service skills  Must have a professional appearance, dress, and attitude  Good math and time management skills  Able to operate a 10-key calculator and computer keyboard

Strong working knowledge of relevant software including Microsoft Office, Word and Excel

*Physical Requirements*

While performing the essential duties of the position, the employee would be regularly required to stand, sit, walk, stoop, kneel, talk, and hear. Vision requirements include close vision and the ability to focus. The nature of this position requires physical mobility and the ability to occasionally lift and/or move a maximum of 30 pounds.

*Working Conditions*

Work is performed indoors with some potential for exposure to safety and health hazards related to electronics work. May require periodic travel between branches. There is exposure to potential hazardous conditions such as robbery. Employees are to receive detailed instructions and procedures to follow in order to minimize risk.

In accordance with the American 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.

This job description is not a complete statement of all duties and responsibilities comprising this position. Job descriptions are not intended 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.