



## **POSITION SUMMARY**

Responsible for consulting with Magnifi Financial members in person, on the phone and through digital channels. Educates, recommends, and sells products and services to members, including digital solutions. Performs member transactions in a timely, accurate and courteous manner.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assists members with all routine transactions including teller machine transactions.
- Creates a remarkable member experience by responding and providing resolutions to member requests with expertise.
- Consults with members to identify and recommend Magnifi Financial products and services based on financial need. Makes referrals to appropriate departments.
- Responsible for maintaining cash drawer, cash recycler and the day-to-day operation of ATM machines (deposit and restocking of ATM).
- Performs a wide range of account services including, but not limited to setting up mobile deposit, mobile banking and digital banking, credit and debit card activation, debit card inquiries, transfers, funding loans, handling debit card inquiries, address changes, stop payments, transfers, check orders, etc.
- Transforms the way banking is done by encouraging and coaching members to adopt new digital solutions (mobile banking, digital banking, ATM's).
- May perform opening and/or closing duties for the branch.
- Contributes to the mission and visibility of Magnifi Financial by actively participating in community relations efforts.

## **EDUCATION AND EXPERIENCE**

- High school diploma or currently pursuing a high school diploma required, two-year degree preferred
- Customer service and/or sales experience required
- Notary Public designation in this position is optional

## **Benefits:**

We are committed to investing in our team! Magnifi Financial offers benefits that help everyone achieve their full potential. Full-time employees are eligible for the following benefits (benefits with an asterisk are also available to eligible part-time positions):

- Opportunities for Training and Development \*
- Leadership Development \*
- Job Level Advancement (ability to move up in your position through training and development) \*
- Tuition Reimbursement \*
- 32 Hours Volunteer Paid Time Off \*
- Paid Time Off - starting at 4 weeks per year for FT; prorated for PT \*
- Medical
- Dental
- Vision
- Employer paid Life Insurance/AD&D
- Employer paid Disability Insurance
- Retirement Plan - Employer match up to 4%, eligible for annual profit sharing \*
- Paid Parental Leave
- Bonus/Incentive Program
- Health and Wellness Programs \*

**Pay Transparency:**

Salary Range: \$17.80/hr. through \$26.70/hr.

Salaries vary based on factors such as location, internal equity, skills, experience, education, and qualifications for the role.

Total compensation package varies based on position and may include bonuses, performance-based incentives, commission, and/or discretionary bonuses.

**Who We Are:**

At Magnifi Financial, we offer a collaborative, friendly environment where we support our employee's growth and development, and create a positive work atmosphere. As a member-owned organization, we are focused on making dreams come true for our members. Our vision is enhancing the lives of members and community through strength, service and growth.

Magnifi Financial has grown to more than 85,000 members, \$2.5 billion in assets, over 400 employees, and over 26 branch locations throughout Minnesota and North Dakota. But what hasn't changed is our focus on the members and communities we serve.