



**JOB TITLE:** Teller

**DEPARTMENT:** Operations

**REPORTS TO:** Branch Manager

**SCHEDULE:** Vary according to each branch, including evening hours and/or weekends.

**OBJECTIVE:**

Delivers extraordinary member service to both existing and potential new members. Educates both existing and potential members about the benefits of banking with UKRFCU. Effectively cross-sells and uncovers sales opportunities.

**RESPONSIBILITIES:**

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate and efficient member transactions.
2. Thoroughly understands each product/service and benefit that the credit union offers.
3. Open all new personal, business and organizational accounts according to required procedures.
4. Can process all sales and member transactions, in person or by mail, including but not limited to deposits, withdrawals, transfers, loan payments, sale of money orders and/or credit union checks.
5. Must maintain strict confidentiality of private information.
6. Balance cash drawer at end of day and compare totaled amount to the computer generated proof sheet. Report any discrepancies to the manager/supervisor as necessary.
7. Answer all member questions to the best of your ability, directing them to the appropriate personnel to receive prompt assistance.
8. Periodically supports the call center during high volume periods.
9. Assist members wishing to access into their safe deposit box. Ensure that proper procedures are being followed before granting access to the box.
10. Performs duties at other branch locations when necessary.
11. Effectively handles service complaints and escalates appropriately.
12. Actively markets and cross-sells current and new products and services of the credit union and educates members on the benefits and features of new, as well as, existing services.
13. Report malfunctions of teller terminals and other equipment used at the teller station.
14. Stays current with the usage of technology such as i-pads and smart phones, demonstrating their usage in mobile banking to members while migrating them to alternative delivery channels when appropriate.
15. Ensure the teller area is properly stocked with supplies and forms. Maintains clean and safe work area.

16. Required to participate in all credit union training programs. Follows policies and procedures daily to ensure compliance with current regulations.
17. May be required to participate in credit union committees, including but not limited to marketing, compliance, IT.
18. Performs basic clerical tasks as assigned by manager, including but not limited to: filing, scanning, photocopying, faxing.

**QUALIFICATIONS:**

**Education/Experience:** A High School diploma or equivalent, with a good mathematical aptitude.

**Other:**

- Strong people management and leadership skills.
- Ability to facilitate meetings.
- Excellent attention to detail and organizational skills with the ability to perform accurately and in timely manner without constant supervision and frequent interruption.
- Strong public speaking skills.
- Must have excellent conflict resolutions skills.
- Ability to multitask under pressure.
- Nature of position creates the possibility of temporary or permanent reassignments within UKRFCU's branch office network.
- Must have technical aptitude.
- Ability to learn all aspects of the credit union.
- Proficient knowledge of Word processing, and spreadsheet applications.
- Being a team player that is considerate of other employees.
- Maintain a professional appearance and demeanor.
- Must demonstrate self-initiative skills.
- Bilingual: must be fluent in English and Ukrainian.

**Language Skills:**

Ability to communicate effectively, both orally and in writing, with employees. Ability to read and interpret business documents. Ability to effectively present job related information to employees.

**To apply for this position – please forward a completed employment application, a cover letter, your resume along with salary requirements and three references to:**

**[info@ukrfcu.com](mailto:info@ukrfcu.com)**

**Your application will not be considered until all requested information is received.**