

Job Title	Part-time Teller
Short Description	<p>Provide quality customer service to all the Credit Union members by demonstrating a high level of professionalism and genuine care and concern in dealing with all of our members financial needs. Maintains expertise in handling cash and negotiable transactions. Provides leadership to develop staff product knowledge, cross sell performance, and problem resolution skills. Provide strategic vantage point for acquiring feedback from members regarding Credit Union services, potential areas of improvement, and marketing possibilities.</p>
Full Description	<p>Specific Responsibilities</p> <ul style="list-style-type: none"> • Processes a variety of routine financial transactions including, but not limited to, check cashing, withdrawals, deposits, loan payments, and daily paperwork. • Open new accounts and service existing accounts. Set up new account files, and provide members with all necessary information for membership. • Responsible for managing and balancing cash drawer. • Builds relations with members through the recognition of member needs and the offering of credit union products and services to fulfill those needs. • Additional duties when appropriate include vault custodian, loan interviewer and processor, and ATM servicing. • Respond to member's requests, problems, and complaints, resolving issues, and/or directing them to the appropriate person for specific information and assistance. May handle more complex questions and problems for other Member Service Representatives. • Responsible for working knowledge of card services to assist members. • May be responsible for learning basic loan knowledge as in loan rates and loan procedures. How to assist members with loan applications and input the application into our system. • Accepts empowerment and exercises independent decision making skills. • Acts as a mentor and coach to less experienced branch employees. • Demonstrates expertise in providing quality member services and proficient at all Member Services duties. • Demonstrates creative thinking skills by raising new marketing ideas and concepts for improving efficiency and generating new business. • Responsible to comply with laws and regulations including but not limited to the Bank Secrecy Act. • Performs other duties as necessary or as directed.
Education	High School graduate
Additional Comments	<ul style="list-style-type: none"> ☐ 2 years of Member Service I experience or equivalent banking experience. ☐ Excellent communication and customer service skills. ☐ Ability to work independently and in a team environment. ☐ Professional mannerisms and appearance. ☐ Computer skills.

Working knowledge of the credit union regulations, history and philosophy, the by-laws, the organizational system, and operational procedures.

Online Education is required

Credit Union Priority Credit Union

State Florida

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