

First Financial Federal Credit Union

Job Opportunity

Job Title: Teller Associate

Salary Range: \$19-\$20/hour

Summary: Accurately and efficiently processes and records routine transactions for members - including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Processes new membership account requests and existing member account changes and updates. Promotes and advises on the credit union's products and services.

Responsibilities:

- Complies with and follows Bank Secrecy Act regulations.
- Records all transactions promptly, accurately and in compliance with the credit union's procedures.
- Ensures compliance with all internal controls and established policies.
- Posts transactions to member accounts accurately and maintains member records/confidentiality.
- Cash handling of deposits and withdrawals. Verifies for counterfeit currency.
- Identifies members, validates and cashes checks.
- Accepts checks and cash for deposit, checks deposit slips for accuracy, and verifies checks for authenticity and negotiability.
- Performs service for members such as ordering loan coupons, checks, preparing cashier's checks, temporary checks, gift cards and issuing ATM/debit cards.
- Places holds on accounts in accordance with credit union policy and procedure.
- Receives and verifies loan and VISA payments.
- Completes transfers, vouchers, and fees.
- Receives and processes night and mail deposits.
- Verifies ATM machines are free from tampering, processes deposits and settles the ATM.
- Attempts to resolve any issues or problems with member accounts.
- Processes daily totals and balances currency, coin, and checks in cash drawer. Proves out at the end of the day.
- Assists with opening and closing the branch by following the credit union's procedures.
- Opens new memberships, new deposit and checking accounts of all kinds, and explains these products to members as required.

- Promotes all credit union products and services to members, referrals to the appropriate person/department, and takes applications.
- Makes referrals to the Investment & Retirement Center.
- Provides notary service if licensed.
- Proficient in the migration of members to the digital channels of the credit union.
- Other duties may be assigned.

Qualifications:

To perform the job successfully, an individual should demonstrate the following competencies:

- Successfully complete all mandatory compliance courses (i.e. Bank Secrecy Act, etc.).
- Superior customer service skills.
- Requires full knowledge of credit union products and services.
- High level of interpersonal skills.
- Good reasoning ability/problem solving skills.
- Solid math skills - Able to compute rates, ratios, and percentages.
- Team oriented - Contributes to building a positive team spirit.
- Leadership - Motivates, assigns, and assists Tellers in daily work.
- Quality - Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; works quickly.
- Punctual – Ability to be on time and ready for work as scheduled.
- Speaks clearly and has strong written and verbal communication skills.
- Good computer skills.
- Credit Union University, Product & Service Training.
- High school diploma or general education degree (GED).
- **Two years of Teller and/or Desk Experience.**
- Works 2-3 Saturdays a month.

As a First Financial employee, you'll enjoy a challenging work environment and an opportunity to make a difference. We offer paid training and a great benefits package including Medical, Dental, Rx, Vision, Life Insurance, Vacation, Sick, Personal, Tuition Assistance Program and Retirement Plan.

Equal Opportunity Employer/Veterans/Disabled