

# First Financial Federal Credit Union

## Job Opportunity

**Position:** Teller Associate

**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 - deposits and withdrawals. Verifies for counterfeit currency.
- Identifies members, validates and cashes checks.
- Accepts checks and cash for deposit, checks the deposit slip for accuracy, and verifies checks for authenticity and negotiability.
- Performs services for members such as ordering loan coupons and checks, prepares cashier's checks, temporary checks, and gift cards, and issues ATM/Debit cards.
- Places holds on accounts in accordance with credit union policy and procedure.
- Receives and verifies loan and VISA payments, completes transfer 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 issues and 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, refers them 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.

**Requirements:**

- Successfully complete all mandatory compliance courses (i.e. Bank Secrecy Act, etc.).
- Superior customer service skills.
- 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 rate, ratio, 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 to work as scheduled.
- Speaks clearly and has strong written and verbal communication skills.
- Good computer skills.
- Must complete Credit Union University Products & Service Training.
- High School Diploma or GED.
- ***At least 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