

FULL-TIME MEMBER SERVICE REPRESENTATIVE (TELLER), GREATER CHAUTAUQUA FEDERAL CREDIT UNION – DUNKIRK, NY

JOB DESCRIPTION

Founded in 1940, Greater Chautauqua FCU is a member-owned, not-for-profit financial institution with \$93 Million in assets, whose primary goal is relationship building, and improving the financial lives of its nearly 10,000 members. We have four branch offices strategically located in Chautauqua County, WNY, as well as unlimited 24-hour access to credit union financial products and services via Mobile Banking, ATM's (nearly 30K nationwide), www.greaterfcu.com, and FACEBOOK.

Do you have a desire to help people, and to be part of a team who works to make a difference? You've come to the right place!

GCFCU is seeking enthusiastic Teller / Member Service Representatives to join our credit union team. The ideal candidate for this position is professional, positive, detail-oriented and courteous, with a proven track record for providing excellent customer service. Our work environment includes:

- Growth opportunities
- On-the-job training

RESPONSIBILITIES:

- Greet and welcome members and visitors to the credit union in a professional and enthusiastic manner.
- Maintain up-to-date and comprehensive knowledge of all credit union products and services to efficiently promote, explain and cross-sell these products.
- Count and verify coins and currency and verify and balance cash drawer.
- Process deposits, withdrawals, loan payments, and other financial transactions as required.
- Accept checks for deposit, or cash checks, and refer exceptions to a supervisor when necessary.
- Troubleshoot and resolve member problems/inquiries in a timely and accurate manner.
- Demonstrate clear understanding of, and on-going compliance with all laws and regulations applicable to the position.
- Accept other duties as assigned and assist the team as required, to ensure prompt and accurate service in all transactions.
- Support, promote and participate in credit union products, services and events to help the credit union meet organizational goals.
- Maintain a professional work environment and businesslike appearance.

QUALIFICATIONS

- High school diploma or equivalent (GED).
- Previous banking or credit union experience preferred.
- Fluency in Spanish and English appreciated, but not required.
- Strong ability to uphold customer confidentiality.
- Previous cash handling experience required.

- Strong customer service and cross-selling skills to ensure we educate our members about any and all products that may benefit them financially.
- Well-organized with the ability to prioritize tasks.
- Strong Math and Problem-Solving Skills
- Proficiency in the use of computers including Microsoft Office and email.
- Excellent verbal and written communication and interpersonal skills.
- Strong desire to work proactively with others to accomplish organizational goals.

Note: Training will be provided for candidates who possess strong customer service skills but may lack specific experience in the credit union industry.

Please submit your resume and cover letter detailing your relevant experience to be considered for this position.

Job Type: Full-time

Pay: \$16.50 - \$18.00 per hour

Expected hours: 37 – 40 per week

Benefits:

- 401(k)
- 401(k) matching
- Bereavement leave
- Dental insurance
- Dependent care reimbursement
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid sick time
- Paid time off
- Tuition reimbursement
- Vision insurance

Physical Setting:

- Office

Schedule:

- Monday to Friday
- No weekends

Work Location: In person