



Teller-Frontline Part Time VantageOne Credit Union – Main Branch

VantageOne Credit Union is seeking individuals to fill the part time role of Tellers domiciled in our Vernon Main Branch. These positions will be scheduled as required between our 3108 33 Avenue and 5300 26th Street branches.

Our mission is to meet our members' financial needs through quality service and knowledgeable advice. The Teller responsibilities are to meet, greet and provide an extraordinary member experience through analyzing member needs by identifying opportunities for up selling and cross selling and referring potential business opportunities to specialist staff.

VantageOne Credit Union provides stimulating work, in a dynamic, equitable, supportive innovative work environment.

Our members have a real stake in our day-to-day decisions, and our operations reflect the needs of the community.

We have a long tradition of supporting our communities by providing both volunteer and financial support to many organizations. We take an active role in our communities not only by providing convenient, cost effective services, but through support of local groups, charitable donations and special event sponsorship. We are a community-based, member owned financial institution.

We provide innovative financial products and services to individuals, small and medium sized businesses and corporations.

VantageOne Credit Union offers a competitive salary for this part time position. Please indicate Main Branch posting when forwarding your cover letter and resume in confidence to HR@vantageone.net indicating Teller-Frontline position by **Friday January 5, 2018**; we thank all those who express an interest, however; only those selected for an interview will be contacted.



POSITION TITLE:	Teller- Front Line
BUSINESS UNIT/DEPARTMENT	VantageOne Credit Union Main Branch
LOCATION:	3108 33 Ave Vernon BC
REPORTS TO:	Member Services Manager

PURPOSE OF POSITION

The purpose of the Teller – Frontline position is to meet, greet and serve our membership and foster partnership building through service excellence, service delivery and product knowledge

ROLES AND RESPONSIBILITIES

Member service

- Interacts with members providing deposit services
- Recognizes member needs
- Answers questions and solves problems in response to members needs referring more complex situations to Work Leader – Member Services and/or Manager
- Explains basic products; benefits and services
- Promotes and cross-sells credit union and subsidiary services
- Refers complex requests for information and assistance to appropriate departments/branches/subsidiary
- Participates in member promotion and product campaigns
- Educates members on use of alternate/automated services

Cash Transactions

- Processes member transactions such as deposits, withdrawals, loan and utility bills, money orders, credit card advances, calculation of foreign and domestic exchange, cheque cashing and updating passbooks
- Utilizes computer systems and cash-dispensing machines
- Completes a variety of daily balancing procedures, including all transactions, vouchers and cash
- Provides back up for Teller – Business Services as required
- May process and balance branch ATM
- Completes Night Deposits process
- Assists in replenishing Automatic Cash Machines as required
- May maintain joint custody of combinations as required
- Provides assistance in shipping mutilated cash and coin

Non-cash transactions

- Daily data entry of non-cash transactions on the banking system
- Complies with internal policy and procedures
- Adheres to relevant regulations and legislation, e.g. PIPEDA and Anti Money Laundering Legislation

Administration:

- Assists with regular departmental administrative duties as assigned
- Electronic tracking of product sales and referrals
- Assists with filing Business Services signature update documents

Team

- Attend, participate and contribute to scheduled meetings as required
- Provide operational support to work team members

Other Duties as Assigned**EDUCATION & EXPERIENCE**

Education: High School Diploma / Grade 12

And

Job Related Experience:

1 year experience in a Credit Union or an equivalent environment would be an asset.

Or

An equivalent combination of both educational and experience acceptable at VantageOne

SKILLS AND KNOWLEDGE**Accounting**

Familiarity in the area of accounting as it applies to balancing daily transactions/blotter.

Finance

No knowledge in this area is required for this position. Employee will not be involved in financial analysis, budget design and control, asset liability management, risk analysis, tax standards, liquidity management, prediction of economic trends and rates, money market issues, investments, pricing/rate strategies or financial reporting.

Administrative Processes

Working Knowledge of in this area as it applies to processing transactions, completing documentation and verifying member information.

Communication

Working Knowledge in this area in regard to active listening, revising methods of communication to deal with member concerns.

Granting of Commercial Credit

No Knowledge in this area required for this position. This position does not grant commercial loans.

Consumer/Retail Lending

No knowledge in this area required in this position. This position does not grant retail loans or have retail lending limits.

Core Products and Services

Working Knowledge in this area in regard to the features and benefits of deposit and lending products and services to make a referral or direct enquiries.

Specialized Products and Services

Familiarity in this area; a basic understanding of the features and benefits of wealth management, products and services such as RRIFs, RRSPs, RESPs, Estate Planning or administration, financial planning, mutual funds, merchant MasterCard, commercial and retail lending products.

Regulations/Legislation/Credit Union System

Familiarity in this area. A basic understanding of the regulatory and legislative conditions under which Credit Unions operate and/or the provincial and national Credit Union structure and related organizations. Some examples are VantageOne Policies and Procedures, Deposit Insurance, and Canadian Payments Association.

Insurance

Familiarity in this area is required of this position to refer inquiries to our subsidiary for Travel, Homeowners, and life insurance.

Computer Based Systems Operations

A Working Knowledge in this area is required in this position. A solid understanding is needed for the purpose of retrieving, updating and manipulating information on the banking system, cash dispensing machines, central portal system, outlook, Member Direct, Member Link and automated teller machines to solve day to day problems.

Computer System Design, Development and Technical Support

No Knowledge in this area required in this position. This position is not responsible for evaluation, design, development, and maintenance or user support of computer systems or operations.

Human Resource Management

No Knowledge in this area required in this position. This position is not responsible for employee counselling, succession planning, or recruitment.

Marketing

No Knowledge in this area required in this position. This position is not responsible for participation in marketing planning.

Competitive Environment

Familiarity in this area is required in this position. A basic knowledge of the competitive environment as it relates to the degree of local competition, trends in the industry, products, services and those offered by others in our area.

Sales and Service

Working Knowledge in this area is required in this position as it refers to the application of sales techniques including; analyzing needs and identifying opportunities for up selling and cross selling, referring potential business opportunities to specialist staff, and closing the sale.

Strengths and Abilities

Striving Strengths	Thinking Strengths	Relating Strengths
<ul style="list-style-type: none">• Ability to Achieve• Desire to Succeed• Competent• Committed to be of Service to Others• Ethical• Available	<ul style="list-style-type: none">• Focused• Disciplined• Able to Arrange• Responsible• Problem Solving Ability• Committed to Accuracy	<ul style="list-style-type: none">• Empathetic• Caring• Team Player• Ability to build and sustain relationships• Partnership and Advice Focused• Positive Attitude

PHYSICAL REQUIREMENTS

Physical exertion – Occasional less than ¼ of the time this would include lifting heavy bags of coin or data bags, stocking supply room, stooping, reaching, pushing, pulling.

Visual attention – Constant more than ¾ of the time this may include intense reading of documentation or data, close monitoring of computer screens or detailed work.

Travel – Minimal Travel. Travel either day to day or overnight on VantageOne business is not required in this position.

Manual Dexterity – Constant more than ¾ of the time this includes computer keyboarding or mouse work for a significant portion of the work day. 35 Wpm Keyboarding Skill

NATURE OF SUPERVISION

Immediate Supervisor	Member Services Manager
Supervisor Responsibility Level	No Supervision
Positions Supervised	None