



VantageOne
CREDIT UNION

Career
Opportunity

TYPE: External Advertisement
ROLE: Part Time Teller-Frontline
BUSINESS LINE: VantageOne Credit Union, Peachland Branch

DATE: February 1, 2023

POSTING NUMBER: EX 2023 - 06

CLOSING DATE: Until Filled

HOW TO APPLY: Please **email** a resume and cover letter to HR@vantageone.net.

About the role:

The Teller-Frontline position plays a key role in our Credit Union and the communities we serve, being one of the team members who are the first point of contact for anyone visiting our branch location. This role builds relationships with our members and potential members by assisting them to financial success by providing financial ability with a human touch. In the Teller-Frontline position you will perform a full range of banking transactions, uncover member needs through conversation and refer our members to the appropriate solution.

Who We Are:

We are a locally owned and operated credit union dedicated to the financial well-being of our members, clients, employees, and the communities we serve? Part of what sets us apart from others is that while we offer traditional banking and borrowing solutions, we have also strategically diversified our services to meet our members' expanding financial needs by offering Financial Ability with a Human Touch.

Our history as a credit union reaches all the way back to 1944 when we opened our first branch in Vernon. Since that time, we're proud to have become a vital part of the local business economy with a network of branches located in the beautiful Okanagan Valley. From the very start, we have seen ourselves as a local business, owned by our members and operated by people who live here and are deeply invested in our communities.

We welcome applications from all interested; however, only those selected for an interview will be contacted.

Learn More About

Life & *the Application*
At VantageOne Process

www.vantageone.net



Job Description

POSITION TITLE:	Teller- Front Line
BUSINESS UNIT/DEPARTMENT	VantageOne Credit Union Peachland
LOCATION:	Peachland Branch
REPORTS TO:	Branch 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 Service Representative 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
- 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 noncash 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 Commercial Services signature update documents
- Assists with preparing Lawyers Trust Statements
- Assists with filing month end cheques

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	Branch Manager
Supervisor Responsibility Level	No Supervision
Positions Supervised	None

