



**VantageOne**  
CREDIT UNION

*Career*  
Opportunity

**TYPE:** External Advertisement  
**ROLE:** Part Time Teller-Frontline  
**BUSINESS LINE:** VantageOne Credit Union, Bargaining Unit

**DATE:** 02Sept2025

---

**POSTING NUMBER:** 2025-10

**CLOSING DATE:** Until Filled

---

**Company Overview:**

At VantageOne, we are your financial neighbour. We have been helping our neighbors since 1944 when our first branch was opened in the North Okanagan. We are driven by a strong set of values that guide our actions and define our commitment to our members, clients, and employees. We are passionate about our Members and Clients, we are Action Driven to explore ways to innovation and simplify our member and client experiences, we take Ownership and Accountable for our actions and we are always striving to Be the Best. In addition, we are dedicated to promoting Diversity, Equity, Inclusion, and Reconciliation (DEIR) in all aspects of our organization.

Our mission is clear; we are focused on building relationships to strengthen financial ability and work to improve and grow our communities.

**Position Overview:**

As a Teller – Frontline, you will be the welcoming face of our credit union. You'll interact directly with members, assisting them with everyday banking needs, providing information on products and services, and ensuring each interaction is a positive and professional experience. This role is ideal for someone eager to learn, service-oriented, and interested in building a career in financial services. The role is scheduled Monday to Saturday as operationally required between our Vernon BC and Armstrong BC Branch locations.

**Key Responsibilities**

- Provide friendly, efficient service for member transactions and inquiries
- Identify member needs and offer solutions or referrals
- Educate members on products, services, and digital banking tools
- Accurately process deposits, withdrawals, payments, and foreign exchange
- Balance cash and support ATM/night deposit operations
- Ensure compliance with policies and regulations
- Assist with administrative tasks and product referrals
- Contribute to a positive, team-oriented branch environment

**Qualifications**

- High School Diploma (Grade 12) Required
- Experience in banking or customer service is an asset
- Strong customer service, communication, and problem-solving skills
- Accuracy and attention to detail with cash handling
- Team player, adaptable, and eager to learn
- Comfortable using computer systems (Microsoft 365, banking software)

**What We're Looking For**

- Positive and enthusiastic attitude
- Strong ethics, accuracy, and responsibility

- Empathy and care for members
- Commitment to delivering excellent service

### Why Join VantageOne?

- Be a part of a team that is passionately committed to delivering exceptional service.
- Opportunity for growth and career development within the company
- Engage in a collaborative, dynamic, and inclusive work environment.
- Competitive compensation and benefits package. Hourly wage is \$23.95 to \$30.92 per hour.
- Contribute to a workplace that values and prioritizes Diversity, Equity, Inclusion, and Reconciliation

If you are ready to embrace our values, contribute to our mission of building relationships to strengthen financial ability and work to improve and grow our communities, and contribute to advancing DEIR principles, we encourage you to apply.

To apply, please submit your resume and cover letter to [HR@vantageone.net](mailto:HR@vantageone.net). We welcome applications from all interested; however, only those selected for an interview will be contacted. The successful candidate will be required to meet fidelity bonding requirements, including completion of references, a criminal record check, and credit check.



## Job Description

<b>POSITION TITLE:</b>	<b>Teller- Front Line</b>
<b>BUSINESS UNIT/DEPARTMENT</b>	<b>VantageOne Credit Union Member Services</b>
<b>LOCATION:</b>	<b>Main Branch/Armstrong Branch Bargaining Unit</b>
<b>REPORTS TO:</b>	<b>Solutions Centre Manager</b>

### 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/subsidiaries
- 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 and Information Representative 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 noncash transactions on the banking system
- Comply 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

#### **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 (Required)

And

#### **Job Related Experience:**

1 year experience in a Credit Union or 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 analysing needs and identifying opportunities for up selling and cross selling, referring potential business opportunities to specialist staff, and closing the sale.

**STRENGTHS AND ABILITIES**

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

**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 workday. 35 Wpm Keyboarding Skill

**NATURE OF SUPERVISION**

<b>Immediate Supervisor</b>	Solutions Centre Manager
<b>Supervisor Responsibility Level</b>	No Supervision
<b>Positions Supervised</b>	None