

## Teachers Credit Union: Apply via tcunet.com

### **FT – Teller (St. John Location)**

#### Essential Function

Performs financial transactions efficiently and accurately, and providing quality member service in a professional manner.

#### Primary Responsibilities & Duties

1. Maintains a high level of member service in accordance with the TCU Service Expectations.
2. Responsible for maintaining a high level of confidentiality with regard to member account information.
3. Ability to speak with members in an informative, knowledgeable, and helpful manner about TCU products and services to generate quality sales referrals.
4. Responsible for processing member transactions in a proficient and accurate manner within security guidelines.
5. May assume additional teller functions such as drawer audits, member account maintenance, and vault duties.
6. Assumes additional duties as assigned by supervisor/manager.
7. Assumes additional responsibilities as necessary for the continued growth and advancement of the Credit Union.

#### Specific Skills

- Communication and human relation skills needed to interact with the membership in a professional environment.
- Ability to proactively problem solve by demonstrating concern and empathy while seeking a solution that is in the best interest of the member and TCU.
- Proficient cash handling skills.
- Ability to work in a fast paced sales environment.
- Ability to lift up to 15 pounds at times due to coin bags associated with locations that have counting machines.

#### Minimum Requirement

- High School Diploma, GED or equivalent certification.
- One or more years of retail sales and/or cash handling experience or equivalent experience within a financial institution or related field.

#### Accountability

- Responsible for using product knowledge to cross-sell and clearly communicate product features to staff and members.
- Must have a full understanding of needs based selling, practice and use of Discovery Selling techniques in accordance with TCU's Sales Process.
- Responsible for daily decisions made within established guidelines set by the supervisor/manager, meeting pay-for-performance goals and displaying a positive image of the Credit Union.
- Accountable for understanding and applying TCU policies and procedures relating to the Bank Secrecy Act (BSA/AML, CIP and OFAC).
- Responsible for using all identified security precautions with regard to cash, checks and account management.
- Accountable for Performance Management Goals as agreed upon with Supervisor.
  
- Accountable for understanding and applying government laws and regulations and TCU policies and procedures relating to the Anti-Money Laundering Regulations including but not limited to the Bank Secrecy Act (BSA), US PATRIOT ACT and OFAC.

## **FT – Relationship Representative (Gary Location)**

### Essential Function

Performs financial transactions efficiently, accurately, and in a professional manner while providing quality member service focused on building relationships and expanding TCU's wallet share.

### Primary Responsibilities & Duties

1. Proficiently performs the duties and responsibilities of the Service Center Representative.
2. Responsible for following established guidelines and procedures while processing new and existing accounts, IRAs, CDs, HSAs, loan applications, and all other basic lending functions.
3. Responsible for complex problem solving through research, using open-ended questions, and consistent follow up to ensure member satisfaction.
4. Responsible for individual performance goals and results as directed by Service Center Management
5. Responsible for providing operational and member service assistance to the teller staff.
6. Participate in continuing education as assigned.
7. Assumes other miscellaneous responsibilities as assigned for the efficient operation of the service center.
8. Assumes additional responsibilities as necessary for the continued growth and advancement of the Credit Union.

### Specific Skills

- Excellent human relations skills including verbal and written communication skills.
- Proficient cash handling skills.
- Strong analytical and decision making skills to be able to be able to problem solve, empathize, and find workable solutions which mutually benefit TCU and its membership.
- Able to work in a fast-pace / diverse environment.
- Able to meet and exceed goals.
- Self-driven.
- Practical application and general understanding of various computer applications.

### Minimum Requirement

- High School Diploma, GED or equivalent certification.
- 2 years or more of financial services experience.
- Knowledge of sales and financial services generally acquired by two or more year's practical experience within a financial institution or related field.

### Accountability

- Accountable for the quality of member service rendered, proper documentation of loans and other services, adherence to TCU Sales and Service Expectations.
- Protection of assets and security of the branch and personnel are a basic responsibility.
- Accountable for understanding and applying TCU policies and procedures relating to the Bank Secrecy Act (BSA/AML, CIP and OFAC).
- Display a willingness to learn and grow, initiate personal development and participate in TCU and community events.
- Accountable for Performance Management Goals as agreed upon with Supervisor.
- Accountable for understanding and applying government laws and regulations and TCU policies and procedures relating to the Anti-Money Laundering Regulations including but not limited to the Bank Secrecy Act (BSA), US PATRIOT ACT and OFAC.