

Job Train - Menlo Park (5924)
To: Employment Counselor
Date: 05/15/2024



94088

SUNNYVALE, CA, 94088

Teller

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$19.00 to \$22.00 hourly

Employment status: Contract / Temporary to Hire

Description

Mission

Our Mission is to help members improve their lives by delivering valuable financial services.

Job Title: Teller

Hours: Monday – Thursday 8:45 a.m. - 5:30 p.m., Friday 8:45 a.m. – 6:30 p.m. Rotating Saturdays 8:30 a.m. – 5:00 p.m. (with a day off during the week)

Job Scope/Duties

Performs basic member transactions including, but not limited to: deposits, withdrawals, account transfers, loan payments, loan payoffs, cash advances, US Savings Bonds redemption, traveler's check purchases, gift card purchases, sub-account openings, IRA contributions, address change requests, check order requests, account closures, and issuance of Cashier Checks. Accurately maintains, safeguards, and balances cash drawer, and all negotiable instruments. Answers basic member inquiries, concerning Credit Union products and services, policies and procedures, promotions, relationship pricing, fee structures, and general financial institution processes. Prepares work for daily opening and closing of branch. Other daily duties would include stop payment requests, accurate completion of CTRs, member password updates, statement copy requests, cross-member transfer requests, wire requests, and processing daily night depository items. Cross-selling Credit Union products and services appropriate to meet member's needs. Completes miscellaneous duties and projects as assigned. Provides assistance to other branches and departments as needed, including travel to other Star One locations.

Experience/Minimum Education Requirements

High school diploma or equivalent. Normally requires one year of current and progressive credit union or financial institution experience, preferably one year of which was in a Teller environment. Basic knowledge of personal computers and Microsoft Office software applications. Well-versed in credit union philosophies, practices, regulations, policies and procedures. Requires good verbal and written communication skills.

Special Requirements

Ability to utilize standard office equipment (e.g. adding machine, calculator, photocopy machine, and fax machine). Bi-lingual is preferred but not required. Flexibility with work schedule.

Requirements

Call Center Customer Service, cash handling

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