

At Pioneer Valley Credit Union, we create an environment where open communication and mutual respect are valued. As we continue to advance in introducing new technologies to our members to satisfy their financial needs and offer the modern conveniences for today's discerning consumer; we continue to embrace the warm interaction for which credit unions are founded. Our employees are committed to a strong set of values and member service philosophy, dating back to the opening of our doors in 1923.

Our competitive and generous benefits include paid vacation and sick leave, medical, vision and dental benefits, short-term and long-term disability coverage, company paid life insurance, 401K with match, paid holidays and a family-friendly environment. Our total compensation and total benefits are highly competitive within the industry.

We strive to add value to our member's lives by providing them with fast, easy and convenient service. *The Credit Union Philosophy of "People Helping People" is and will always be our main priority.*

Job Title: Teller

Job Status: Full Time & Part Time

If you enjoy interacting with people and helping them to achieve their financial goals, then this opportunity is right for you. The primary function of the Teller is responsible to assist members by processing their financial transactions, including paying and receiving cash and other negotiable instruments. Cross sell products and services to members, in effort to meet annual sales goals. Provide excellent service to members while adhering to service values.

- 50% Greet members and visitors to the Credit Union in a courteous, professional, and timely manner; providing routine information concerning services and directing members to appropriate departments for specific information and services. Process member transactions daily and provide prompt, accurate, and efficient member service; handle all transactions for members with discretion and confidentiality. Transactions may include, but are not limited to: deposits, withdrawals, loan payments, bond redemption, selling of money orders/official checks and inventory items to members, transfer amounts from member accounts in accordance with Credit Union, state and federal regulations. Post transactions to member accounts and maintain member records. Ability to open and close all branch locations; work as a "floater" to all branches
- 15% Maintain up-to-date and comprehensive knowledge of all products and services handled or promoted by Teller staff and inform members of Credit Union products and services, explaining features and benefits; cross-sell products and services, meet annual sales goals.
- 10% Maintain up-to-date and comprehensive knowledge of all related policies and procedures, and external rules and regulations for the teller area, including robbery procedures.
- 10% Identify fraudulent or suspicious activity to prevent potential losses and function with strict adherence to the Bank Secrecy Act and reporting requirements. Maintain awareness of current fraud alerts.

- 10% Organize and set up work station for daily activity, i.e., obtains necessary forms, brochures, and supplies for individual work station, and order cash as needed, verifying incoming cash for accuracy. Perform both opening and closing procedures, balancing cash drawer and daily transactions.
- 5% Perform other duties and special projects on an as need basis

ADDITIONAL FUNCTIONS:

- May work on the drive-up Teller station.
- May work at another Branch on an “as needed basis.”

Knowledge, Skills, and Abilities for the Teller responsibilities include but are not limited to:

- Professional, well-developed interpersonal and communication skills are essential for projecting a positive image of PVFC with management, employees, members, sponsors, vendors, visitors, etc.
- Work requires general knowledge of all Credit Union products and services, knowledge of external rules and regulations in cash-handling transactions, including Bank Secrecy Act Laws.
- Position requires high school education and additional coursework in business or accounting or equivalent combination of education and experience. Use of computer equipment is required for member account transactions. Strong computer skills with proficiency in MS Office Word and Excel
- Position requires 1 – 2 years of experience with cash handling and/or customer service skills
- Position requires the ability to read and understand oral and written instructions. Requires the ability to effectively communicate with members or employees and to solve day-to-day problems involving several variables in standard situations.
- Intermediate mathematical skill required (adding, subtracting, multiplying, dividing, percentages, interest) are required.
- Position requires standing or sitting for the majority of the day, as well as lifting and carrying up to 10 pounds when moving coin and cash drawer.

Please send resumes to HumanResources@pvcu.org