

Chicago Municipal Employees Credit Union

Job Description

Title: **Member Relations Teller (Part time)**

Department: Operations

Date: July 2018

Reports To: Head Teller

Supervises: None

FLSA: Non-Exempt

Job Summary: Having been in business for more than 90+ years, Chicago Municipal Employees Credit Union is the oldest active credit union in the state of Illinois. This stable environment helps us to work together and provide superior service to our membership. In your role as a Teller you will serve as the face of our company as you meet and work directly with our credit union members. This position perform routine teller transactions, including but not limited to deposits, withdrawals, cash advances, loan payments, credit card payments, and transfers, while identifying opportunities to cross-sell. Will cover branch locations as business dictates. Your personality and your expertise in the products and services we provide will be key to making us a one stop shop for all of our members' financial needs.

Essential Functions:

- ❖ Positively represents the credit union to members in a courteous, polite and professional manner.
- ❖ Processing member transactions over the counter and via mail
- ❖ Performs receipting/disbursing of funds services for members.
- ❖ Maintain account relationships through timely and accurate posting of members' transactions.
- ❖ Responsible for accurate cash handling and daily balancing of cash drawer.
- ❖ Examine checks for endorsement and negotiability.
- ❖ Adhere to and remain abreast of all regulations governing share accounts and transactions.
- ❖ Must be able to work and communicate effectively with prospective and current members and fellow employees.
- ❖ Responsible for ensuring confidentiality of member information and professional delivery of quality services.
- ❖ Identifies members' needs to provide prompt, efficient and accurate services in the processing of transactions.
- ❖ Responds to or directs members' requests, concerns, and inquiries to appropriate departments.
- ❖ Researching and assisting with member questions, problems and/or complaints.
- ❖ Provide routine information on credit union services and policies.
- ❖ Actively promoting/cross-selling all products and services offered by the credit union.
- ❖ Assists in training, balancing and related functions as may be required.
- ❖ Maintaining appropriate supply levels and marketing materials in the lobby for member usage.
- ❖ Other duties as assigned to accomplish the goals and objectives of the Operations department and the Credit Union.

Qualifications: High School graduate or equivalent required. Minimum 2 years teller experience and strong sales skills required. MS Outlook, Word and Excel proficiency, strong math, data entry and keyboard skills. Accurate cash handling and customer service skills and positive interpersonal skills.

Expectations: *Accuracy, Cross-Selling, Professionalism, Quality customer service, Team player and Positive attitude.*

The responsibilities outlined in this document serve as a general description of the job function. It is not exhaustive in expectations or qualifications and should not be interpreted as such. Further, this document is not to be interpreted as a contract or guarantee of employment.

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