



## FULL-TIME TELLER POSITION

Location: W3803 HWY 2 & 41, Powers, MI 49874

### Would you like to join our team?

We are a fun, friendly, compassionate team that is dedicated to our mission, “Enhancing lives... one member at a time.” As a not-for-profit credit union, we are member owned and strive to offer lower rates, lower fees, and better yields to our members than traditional for-profit financial institutions. We train our employees to help members with great products and services so we can live out our mission every day.

Integra First Federal Credit Union was founded in 1948 in Powers, Michigan. We have since added two more branches located in Stephenson and Menominee, Michigan. With three locations, opportunities for advancement do arise. **Integra First Federal Credit Union is a great place to start your financial career!**

### Summary

This position is primarily responsible for providing excellent member service while processing a high volume of routine transactions on member accounts. Tellers provide account services to members such as cash deposits/withdrawals, cashing checks, applying loan payments, acting upon opportunities to recommend our products and services, responding to member inquiries and requests, maintaining and balancing cash supplies, and keeping accurate financial records.

### Essential Functions and Responsibilities

- Provide professional, engaging, and courteous member service while handling a high volume of member transactions
- Answer phones, emails, and assist members in person and at the drive-thru
- Accurately process monetary instruments, cash and monetary transactions for members including loan payments, checks, deposits, withdrawals, recording night and mail deposits, and other transactions as necessary
- Open/close member accounts
- Perform account maintenance by accurately updating general member information such as name, address, phone, and email
- Accurately completes various forms such as stop pays, disputes, membership applications, and account verification letters
- Research and resolve member complaints and account discrepancies and notify supervisor when escalated or outside of capabilities to resolve independently
- Refers members to other departments for assistance when necessary
- Daily balancing of cash drawer, currency, coin, and checks along with reconciling discrepancies



- Utilize computers, software programs, faxes, printers, calculators, adding machines, and coin/cash sorters
- Accurately types, processes transactions, and enters data
- Highly knowledgeable of all products and services
- Identify and act upon opportunities to recommend our products and services
- Ability to identify fraudulent activity such as fraudulent cash, checks, and financial requests
- Follow all financial and compliance regulations and credit union policies and procedures
- Must be available to work all open hours
- Perform other duties as directed by leadership

### **Qualifications**

Required:

- High school diploma or equivalent

Preferred:

- Customer service experience
- Cash handling experience

### **Travel**

Minimal – Employee may be asked to travel to another branch occasionally.

### **Benefits**

Medical

Dental

Vision

Life Insurance

Short-Term Disability Insurance

Long-Term Disability Insurance

401(K)

Paid Time Off (PTO)

Holiday pay

Birthday pay

**Are you someone who is friendly, enjoys helping people, has great attention to detail, and likes to participate in community events? We offer up to 16 hours of PTO per year in return for volunteer time! Apply today!**

\*\*Integra First Federal Credit Union is proud to be an Equal Opportunity Employer.