

## Part Time Teller

Job Type: Part-time

Salary: \$11.00 to \$11.50/hour

Tellers demonstrate an understanding of, and belief in, RelyOn's culture and core values. The primary responsibility of this role is to ensure the delivery of an amazing member experience to our members, both internally and externally. This team member will work with members and team members directly and indirectly to engage and connect, evaluate to identify needs, educate on solutions, and enrich the lives of our members through outstanding service delivery.

### Major Duties & Responsibilities

- **PEOPLE SKILLS:** This position will be expected to exhibit strong interpersonal skills to members, teammates, and to all team members to ensure strong working relationships within the entirety of the RelyOn Team. This position will be able to manage conflict and change well, take initiative in resolving conflict, have a high level of emotional intelligence and will be an expert at connecting, listening, and asking for additional business that is relevant to the member. This position will always be willing and open to proactive collaboration with others throughout the organization and their positive attitude will make a visible and meaningful contribution to the growth of their team.
- **OPERATIONS & COMPLIANCE:** This team member will demonstrate the ability to adhere to all policies and procedures related to their role. Some of the primary functions of the role will include effectively and accurately balancing and managing large sums of cash on a daily basis, recognizing or issuing negotiable instruments such as money orders, personal and third-party checks, bonds, and cashier's checks, obtaining proper endorsements and processing these items accurately with appropriate holds when applicable. This position must also display a basic understanding of all systems used internally to serve members. This position will provide opportunities to assist with back office functions such as ATM balancing, and daily opening/closing duties as assigned. This team member will focus on compliance with all federal regulations pertaining to financial institutions, all established organizational policies and guidelines, and operational procedures.
- **SALES & SERVICE:** Tellers will be responsible for engaging with our members in order to ensure that they feel valued and appreciated, evaluating their needs, educating them on the solutions and options available to best meet those needs and to enrich their lives with applicable products and services. This team member's primary responsibility will be on delivering exceptional service in all interactions while advising, developing and retaining member relationships. This team member will be receptive to training and coaching and will continually improve in delivering an amazing member experience as they work with their leader to meet or exceed all assigned goals.
- **PROBLEM SOLVING:** This team member will work proactively to resolve member concerns, and will be able to do so by continually developing their job knowledge so that it is appropriate to their role through effective use of all available resources, engagement

in training activities, application of learning, willingness to be coached by their leader, and their demonstrated interest in growth related to their role.

**Experience**

6 months cash handling required

6 months retail sales or financial institution experience required

Exceptional customer service skills required

**Interpersonal Skills**

Proven customer/member service skills

Effective selling, cross-selling and referral skills or demonstrated ability

Ability to work with all departments, personality types, and skill levels effectively

Professional appearance, dress, and attitude

Strong ability to multi task and handle multiple priorities simultaneously

Ability to work with minimal supervision, either independently or as a team

**Other Skills**

Well organized

**Experience**

Customer Service: 1 year (Required)

Cash Handling: 1 year (Required)

**Language**

Spanish (Preferred)

