



125 Corporate Boulevard
Yonkers, NY 10701
Call/Text: 914.220.4900
www.sumafcu.org

TITLE: Houston, Texas Teller/Member Service Representative

REPORTS TO: Branch Manager/AVP Branch Operations

Job Description: Serve as a liaison between the member and the credit union. Responsible for providing account information, opening accounts for new members and professionally handling the member's daily needs. Provide a variety of transaction services to members.

Duties and Responsibilities - Teller

1. Receive checks (share drafts) and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, enter deposits into computer records and place proper Reg CC holds on checks and for uncollected funds.
2. Cash checks (share drafts) and process withdrawals; pay out money after verification of signatures and member balances.
3. Promote and explain other credit union services such as Online banking, Remote Deposit, IRA's, Certificates, Plastic Cards, Auto Loans and Mortgage Loans.
4. Receive mortgage, auto loan, and credit card payments and ensure the payments match the balances due. Enter payments into the computer. Generate member receipts.
5. Balance cash drawer at the end of each shift and compare totaled amounts to a computer-generated proof sheet. Report any discrepancies to the supervisor as necessary.
6. Serve as co-vault teller for the branch maintaining vault security and balancing vault cash nightly.
7. Complete and file CTR (currency transaction report) when necessary.
8. Required to maintain strict confidentiality of member's private information.

Duties and Responsibilities – Member Service Representative

1. Represent SUMA FCU to members in a courteous and professional manner and provide prompt, efficient, and accurate service in the processing of transactions.
2. Learn all the services offered at SUMA FCU as well as continue to learn new services as they are brought online in the future. Must be able to confidently explain the benefits of each to members.
3. Conduct new member orientation interviews and promote credit union products and services based on member needs that are obtained during member interviews.
4. Provide general and specific service-related information concerning credit union services or policies received either in-person, by phone, via text, or through the SUMA FCU digital banking platform.
5. Respond to members' requests, issues, problems, and complaints and/or direct them to the proper person for specific information and assistance.
6. Open new accounts, and service existing accounts. Set up new account files, and provide members with all necessary information for membership.
7. Handle requests from members for transfers of shares to loan payments, share withdrawals, check requests, line of credit advances, and any other requests received from members.
8. Assist members in opening individual retirement accounts (IRA's), certificates of deposits (CD's), money market accounts (MM's), etc.
9. Obtain and input all required information pertaining to member wires. (as per wire policy).
10. Operationally open and close the branch – physically locking/unlocking doors and arming/disarming security alarm systems
11. Potentially fulfill requirements to become a notary public.
12. Required to maintain strict confidentiality of member's private information.



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Other qualifications:

- Customer-focused for positive customer experience and resolution.
- Attentiveness and patience.
- Must be a team player.
- Standing is required.
- Basic computer knowledge.
- Exposure to or experience in banking processes is a plus.
- Fluent (oral and written) Ukrainian & English is a requirement – other languages a plus.
- Evening and weekend hours will be required.
- Permanently authorized to legally work in the United States – documentation required.
- Able to lift light objects when required.
- Manual dexterity to operate standard office equipment.
- Perform related duties as assigned, within your scope of practice.
- Active member of local Ukrainian community is desired.

Benefits provided:

- Salary paid on a bi-weekly basis
- Bonuses at year-end
- 401 (K) Plan with SUMA FCU matching up to 4% of employee contributions
- Flexible Spending Account (FSA)
- Paid vacation: up to 2 weeks after one year of employment
- Personal days
- Sick leave
- Bereavement leave
- Medical and Dental care: 100% coverage for employee, 75% for spouse/family.
- Life insurance: \$50,000 or 1-1/2 times his/her salary, whichever is greater
- Long-term and Short-term Disability