



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

TITLE: Yonkers, NY Receptionist, Front Desk Greeter & Teller

REPORTS TO: Branch Manager/AVP Branch Operations

Job Description: Serve as a liaison between the member and the credit union. Provide a variety of transaction services to members - listed below. As a part-time Receptionist / Greeter / Teller your schedule would be Tuesday through Friday from 3:30-8:30pm (occasional Saturdays from 8am-1pm).

Duties and Responsibilities – Front Desk Greeter

1. Greeting and Hospitality: Welcome guests, clients, and visitors immediately upon arrival with a friendly, professional demeanor.
2. Front Desk Management: Maintain a clean, organized, and inviting lobby or reception area.
3. Communication Hub: Answer, screen, and forward incoming phone calls, as well as manage general inquiries.
4. Visitor Processing: Log visitors, issue security badges, and ensure compliance with safety/facility protocols.
5. Direction and Assistance: Direct guests to appropriate departments, staff members, or locations.
6. Administrative Support: Handle light clerical duties, including filing, data entry, scanning, photocopying, and sorting/distributing mail.
7. Operational Support: Coordinate with staff to communicate visitor arrivals, manage waitlists, and assist with special requests.
8. Security Awareness: Monitor entry points for security, check IDs (when required), and report suspicious activity.

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.



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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.
- Strong verbal and written communication, with excellent telephone etiquette.
- Friendly, approachable, and professional demeanor, with a service-oriented mindset.
- Ability to manage multiple tasks, such as answering phones while checking in visitors.
- Experience with basic office software (MS Office, Outlook), multi-line phone systems, and office equipment (printers, scanners).
- Detail-oriented with strong organizational skills.
- 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