

Teller Position Full time and Part-Time available

Job Title: Member Service Teller

Location: Ridgedale Federal Credit, East Hanover NJ

Job Type: Full-Time and Part-time positions available

About Us: At Ridgedale Federal Credit Union we are dedicated to providing exceptional financial services and fostering a supportive community for our members. As a member-focused organization, we pride ourselves on our commitment to delivering personalized service and building lasting relationships. Join our team and be a part of a credit union that values integrity, innovation, and excellence.

Job Overview: We are seeking a reliable and personable Member Service Teller to join our dynamic team. As a Teller, you will be the first point of contact for our members, responsible for delivering outstanding service and handling a variety of financial transactions with accuracy and professionalism. Your role will be crucial in ensuring a positive member experience and maintaining the integrity of our financial operations.

Key Responsibilities:

- **Member Interaction:** Provide exceptional customer service by greeting members, addressing inquiries, and assisting with transactions in a friendly and professional manner.
- **Transaction Processing:** Accurately process a range of transactions, including deposits, withdrawals, transfers, loan payments, and account inquiries, while adhering to credit union policies and procedures.
- **Account Maintenance:** Assist members with account maintenance tasks such as updating personal information and ordering checks.
- **Cash Handling:** Handle cash and negotiable instruments with precision, balancing cash drawers at the beginning and end of each shift and reporting discrepancies as needed.
- **Compliance and Security:** Ensure compliance with all relevant regulations, policies, and procedures, including adherence to anti-money laundering (AML) and Know Your Customer (KYC) requirements.
- **Problem Resolution:** Address and resolve member concerns or issues in a timely and effective manner, escalating to management when necessary.
- **Sales and Referrals:** Identify and recommend credit union products and services that meet members' needs and refer members to appropriate departments for further assistance.
- **Administrative Duties:** Perform routine administrative tasks, such as filing and maintaining records, as required.

Qualifications:

- **Education:** High school diploma or equivalent required. Some college coursework or a degree in finance, business, or a related field is a plus.
- **Experience:** Previous experience in a customer service role, preferably in a financial institution, is desirable.
- **Skills:** Strong interpersonal and communication skills, with a focus on delivering excellent customer service. Basic math skills and attention to detail are essential.
- **Technical Proficiency:** Familiarity with financial software and standard office equipment. Ability to learn and adapt to new technologies and systems.
- **Personal Attributes:** High level of integrity and professionalism, with a positive attitude and a commitment to teamwork.

Work Environment:

- **Schedule:** Full-time position for Monday- Friday No Saturdays
- **Physical Demands:** Ability to sit or stand for extended periods, and to handle cash and other financial documents.

What We Offer:

- Competitive salary and benefits package, including health insurance, retirement plans, and paid time off.
- Opportunities for professional development and career advancement.
- A supportive and inclusive work environment where your contributions are valued.

How to Apply: Interested candidates should submit their resume and a cover letter detailing their relevant experience to lrheiner@ridgedalefcu.org with the subject line “Member Service Teller Application - [Your Name]”.

Ridgedale Federal Credit Union is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
