



POSITION TITLE: Teller (Porterville Office- Part/Full-time)
DEPARTMENT: Frontline Operations
POSITION REPORTS TO: Branch Supervisor or Team Lead
COMPENSATION: \$16.34-\$18.10
FLSA STATUS: Hourly, Non-Exempt
REVISION DATE: August, 2023

Company Overview:

Are you a freakin ray of sunshine? Because we ARE! Tucoemas is a positive, fun, certified “great place to work” where creative Team Members love working together, learning new things, and leading by example. This is our 3L culture: Loving, Learning, and Leading! We’re serious about being awesome but don’t want to take ourselves too seriously. If you think you are a good fit for our 3L culture, let’s share a few more details about what you would do:

Position Purpose:

The primary purpose of this position is to help Tucoemas live out our commitment from our Mission Statement, “dedicated to providing members valuable and convenient products and services to create real opportunity and financial security in every corner of our community.” An essential missional behavior is to identify members’ financial needs and recommend solutions to improve their financial security.

Position Summary:

Tucoemas Tellers works as a team to provide awesome daily service to our members. Their job is not limited to one station or even one branch they provide member support and coverage to the credit union. The key elements that make up a Tucoemas Teller are:

1. Live out our Core Values with every member and team member in every interaction.
 - Stop doing stupid things.
 - Be the sunshine today.
 - Be Awesome.
 - It takes a village.
 - Sweep your own doorstep.
 - Champion in the arena.
2. They value every member. They establish and maintain a positive relationship through exceptional experience, every member, every time.
3. Through relationship building with the members, Tucoemas Tellers listens for changes in members’ lives to identify and recommend relevant solutions to enhance the members’ financial security.
4. They want every member to have a great experience, and they are empowered to make the right decisions for our members.

This role is an opportunity to strengthen your banking knowledge with paths to grow into a Universal Service role. As part of our culture, you will be encouraged to develop new skills and grow!

Essential Duties and Responsibilities:

- You have a true passion for service with a commitment to go above and beyond for service interactions.
- Supports the branch team to achieve service and benchmark goals.
- Participates in all assigned employee development programs in support of the Credit Union’s commitment to our values and mission.

- Provides timely and courteous service to all branch members and assists them with financial transactions such as deposits, withdrawals, transfers, sale or processing of negotiable instruments, etc
- Resolves routine issues and directs complex issues to the appropriate management staff member
- Balances currency, coins, and checks in cash at the end of shift and compares totaled amounts with data displayed on the core processing system; secures cash.
- Ensures compliance with all safety, security, and compliance programs including but not limited to BSA, AML, OFAC, Branch Security, and Safety.

Physical Demands:

The physical demands and work environment characteristics described are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to accommodate individuals with disabilities to perform essential functions.

- While performing the job duties, employees may be required to use frequent physical activities, including sitting, standing, reaching, walking, talking, bending, and constantly using hands.
- May occasionally lift and/or move up to 5 pounds.
- Must occasionally work before/after the regular work shift.
- These activities are not necessarily performed to the same degree and combination daily.

Position Qualifications and Abilities:

- High school degree or equivalent.
- One year of Hospitality Experience
- Ability to work Monday- Saturday between the hours of 8:30-6:15 at all branch locations.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA, and other federal, state, and local standards.
- Must be customer-oriented, outgoing, and friendly
- Basic PC knowledge
- Travel to cover other branches for training or staffing as needed.
- Prior banking and/or credit union experience is preferred.
- Experience with core platform Fiserv/Portico preferred.
- Fluency in Spanish is a plus.
- Cash Handling experience is a plus.

COVID-19 Considerations:

Tucoemas exceeds all CDC-required COVID-19 precautions with a mandatory vaccine policy in place.

Position Content:

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. While it is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.

Equal Employment Opportunity:

Tucoemas is an equal-opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without regard to race, color, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. If you need assistance or accommodation due to a disability, you may contact us at 559.737-5747.