BCU Financial

Teller (Casual Part-time)

Location: Hamilton, Ontario	**Posted Date:** August 9th, 2021

Overview:

Buduchnist Credit Union, carrying on business as BCU Financial, is actively seeking a part-time teller to join our team on a casual basis. This position processes routine cash related member transactions such as deposits, withdrawals, loan and utility payments, term deposit renewals, registered plan transactions, calculations of foreign and domestic exchanges, and cheque cashing. All transactions are facilitated using computer systems. The position requires the diligent execution of standard and prescribed procedures to effectively fulfill assigned responsibilities.

Responsibilities:

- Processes member transactions.
- Provides courteous service to members, answering questions and servicing member requests for deposits, withdrawals and transfers.
- Identifies and fulfills members' financial services needs (cashes or certifies cheques, receives bill payments, buy/sells foreign cash, drafts).
- Balances all transactions, vouchers and cash daily.
- Ensures all information is accurate and complete; checks and updates contact information and expiry dates on IDs.
- Creates interest and awareness about the Credit Union's products and services.
- Promotes and sells Credit Union services to members by explaining basic deposit/credit products and services, and referring more complex requests for information and assistance to appropriate branch staff.
- Fosters relationship building through service excellence and product knowledge.
- Keeps up-to-date with the Credit Union's products and services, policies and procedures, promotions and marketing initiatives.
- Refers members to FSOs for additional products and services.
- Builds and maintains effective working relationships with Branch team and other BCU colleagues.
- Consistently responds to ACE (CRM) prompts and reviews emails.
- Adheres to internal controls, established policies and procedures and compliance requirements (FINTRAC).

- Attempts to effectively address and resolve member account issues.
- Other duties as assigned.

Requirements:

- Relevant working experience or any equivalent combination of experience, training and/or education.
- High level of initiative, attention to detail and accuracy.
- Proficient computer skills are required.
- Strong customer service and interpersonal skills
- Appropriately handles information of a confidential nature.
- Proficient time-management and organization skills.
- Knowledge of Ukrainian language is an asset.

Compensation:

An hourly salary will commensurate with qualifications and experience.

BCU Financial is a member-owned, financial cooperative dedicated to improving the lives of members and their community. BCU Financial is a part of BCU Financial Group – a fast-growing Ontario-based financial group providing Canadians with diversified services and products. BCU Financial Group offers its members a real alternative to high-fee, big-name banking by providing no-fee chequing accounts, competitive savings accounts, loans, mortgages, cards, investment services, online banking, and insurance services. BCU Financial, together with its BCU Wealth Management division, currently oversees $1 billion in assets.

BCU Financial Group also recognizes the importance of building a strong community. That's why it provides generous sponsorship funding annually to a wide array of community-based projects and activities. The Credit Union and its member-supported charitable institution, BCU Foundation, provide sponsorship funding of over $1 million annually for community organizations, charity fundraisers, student scholarships, cultural events, and educational projects.

BCU Financial Group is an equal opportunity employer dedicated to building an inclusive and diverse workforce. BCU Financial Group provides accommodations during the recruitment process upon request. Requests received relating to accommodation will be addressed confidentially.

Please submit all applications to Chrystyna Bidiak, Human Resources at Chrystyna.Bidiak@bcufinancial.com