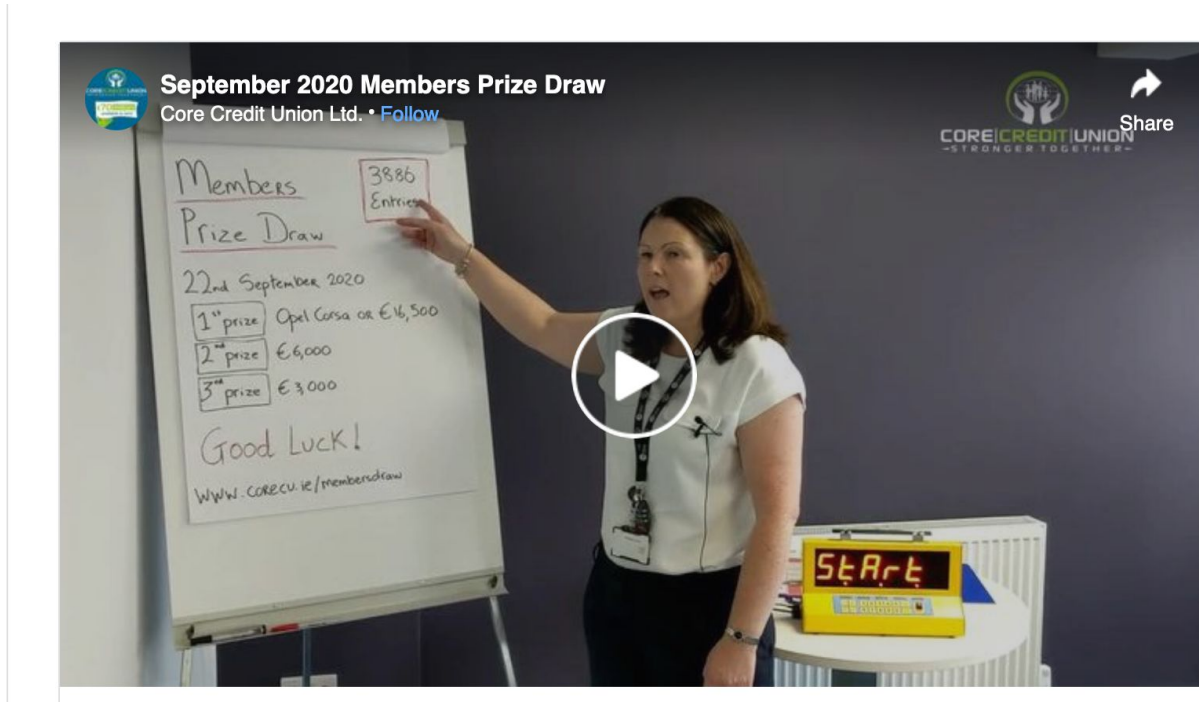


Credit Union Mission Statement:

All Credit Unions across the globe share a common goal; to offer access to affordable financial services to their Members in order to assist them achieve their life goals. Credit Unions strive to provide their Members with the tools and opportunities to be financially self-sufficient. This is the Credit Union difference that makes a real impact in our community and in the world. It is a difference lacking from other financial institutions, and that helps to make dreams, goals and hopes become a reality for many.

People from Core Credit Union



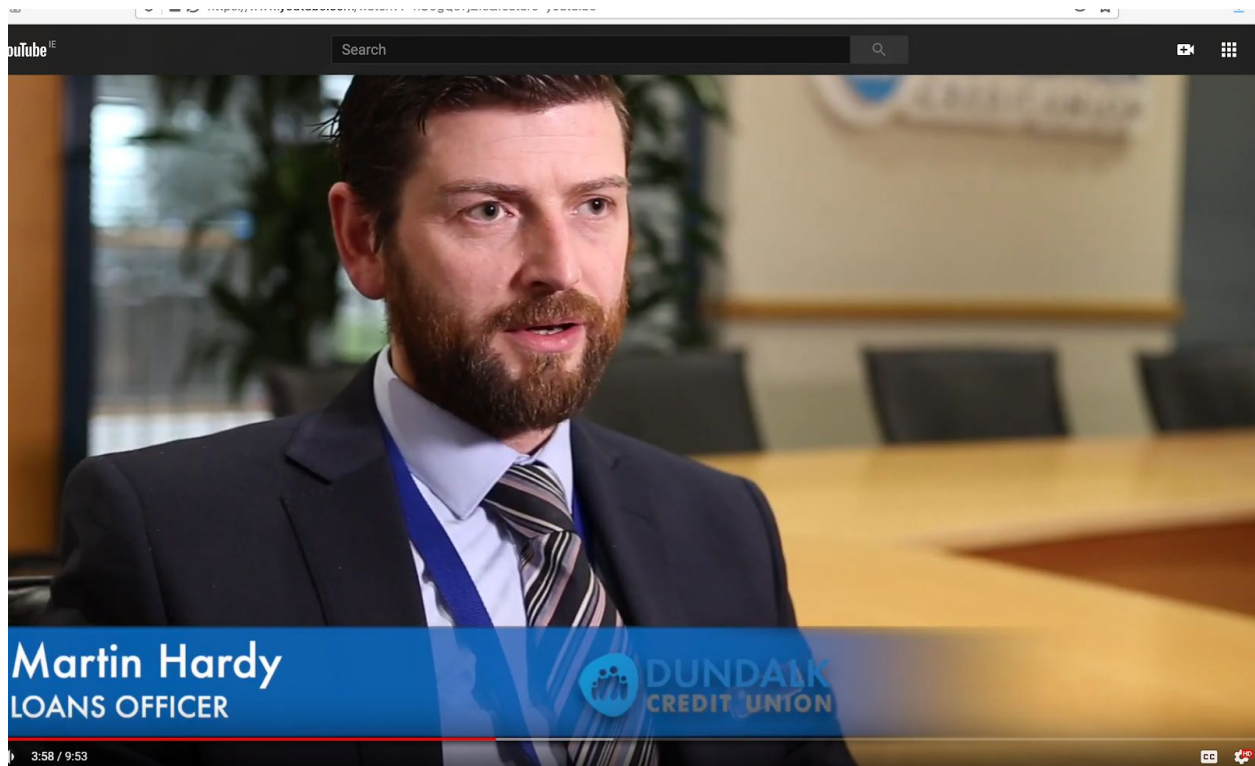
Credit Union Employees across Dublin - COVID message



Interview with Credit Union Staff

on how they're new Fintech Solution is Working for them

- Interesting insights into how the old system operated
- What their pains were
- The success of the improvements



Bank Case Study

<https://uxplanet.org/ux-design-case-study-complete-banking-back-office-transformation-b00989c5a7da>

Head Bank Teller



Partners Bank

Limerick

15 days ago

[Go to partnersbankonline.com](https://partnersbankonline.com)

Department: Branch Administration

Reports to: Branch Manager / Assistant Branch Manager

Supervises: Tellers

Status: Non-Exempt

Level: Level 7

Location(s): Limerick, Maine

Summary:

The incumbent will be highly proficient in processing a wide variety of transactions, and in handling complex operational and customer service issues. Performs teller duties on a daily basis. Responsible for the oversight of the teller line operations to ensure adherence with established regulatory, compliance and operating policies and procedures. Completes and/or assists with teller performance evaluations and documentation. Provides support to management in regards to on-going teller training including sales, service and employee development. Proficient in [new account opening processes](#) and cross selling the Bank's various products and services. Ability to oversee branch in the absence of branch management including opening and closing as needed.

Job Requirements:

- Three years of prior teller and/or customer service experience is necessary
- Minimum of two years prior experience in a Senior Teller position or a related supervisory role
- Excellent communication, organizational and interpersonal skills required
- Fully cross-trained to perform all CSR duties
- Extensive knowledge of teller processes, policies and procedures
- Adapts well to change, able to handle multiple tasks and effectively train teller staff

Specific Job Functions:

- Accurately processes a variety of transactions on a daily basis
- Manages the workflow of the teller line including: staffing levels, teller transaction exception processing and approvals, various teller function operations, etc.
- Responsible for completing various tasks including, but not limited to: cash audits, monthly security reports, monitoring cash levels, shipments, orders, etc.
- Assists managers with completing performance evaluations and other documentation as needed
- Supervises, coaches and mentors staff and provides on-going training and cross training as needed
- Monitors teller operations to ensure compliance with procedures and policies
- Assists tellers in locating cash discrepancies, processing unusual transactions, and handling difficult customer questions
- Cross sells Partners Bank products and services to contribute to overall branch goals
- Ensures teller line is tidy and clean at all times and current marketing and regulatory posters are in place and displayed accordingly
- Personally maintains a professional image at all times, and manages teller staff to the same quality standards
- Performs other duties as required

This Job Description describes the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodations for a disability. This is not a contract.

Member Services Officer

Job Title: Member Services Officer
Reporting to: CEO
Position: Full time /Part-time
Hours: To be agreed

Summary of Role:

A vacancy has arisen for a Member Services Officer at Castlecomer Credit Union.

The Member Services Officer will be accountable to the CEO of the credit union for carrying out a range of administrative and operational activities that contribute to the effective running of the credit union

Key responsibilities will include:

- Teller Duties
- Counter Service
- S/O Set up
- New Accounts opening and management
- Reactivating Dormant
- Address, ID etc
- Statement requests
- PIN requests
- Scanning general
- Manual S/Os (Monthly)
- Facebook Management
- Monthly Membership Report – new members and accounts reactivated or updated during the mon
- Ensuring Credit Union Website, Facebook and other such social media pages

Key functions of the role include:

1. Processing and distribution of automated payments to and from member accounts.
2. Balancing daily transactions.
3. Providing an efficient counter cash services
4. Supporting other staff in their day to day duties.
5. Recognising and delivering good fiduciary practices

Interested candidates should have experience working in a frontline role within a credit union or similar financial institution and ideally, have the following qualifications and attributes:

- Pass Leaving Certificate, or equivalent
- Knowledge of the Progress software system would be a benefit
- Focused, with a strong attention to detail
- Ability to work well under pressure and to tight deadlines
- A clear knowledge and understanding of social media and its operation.

What skills does a bank teller need?

Employers were asked what they consider to be the most important skills for a bank teller. They identified these **4 top skills**.

- **cash handling skills** including strong numeracy skills and accuracy in all aspects of the work
- **communication skills** including good listening skills and the ability to communicate professionally and effectively
- **customer service skills** including the ability to develop strong customer relationships and giving top priority to customer satisfaction
- **technical skills** including good working knowledge of core computer programs

Ref <https://www.indeed.com/career-advice/resumes-cover-letters/bank-teller-skills>

Pros and Cons of Being a Bank Teller

Pros	Cons
Positions are easy to find.	Frequently put in the position of making people angry.
Working hours are reasonable.	Chance of a robbery occurring.
They offer great benefits.	Can be a victim of a con artist.
They often give away free things.	May have to meet some sales goal.
You can build relationships with clients.	This is a job where simple mistakes quickly turn into major issues.
You can learn a lot about finance.	Job can be stressful at times.
The work is fairly simple.	You may have to be on your feet for long periods of time.
Can gain valuable work experience.	You may have long periods with nothing to do.
Professional work environment.	Have to handle dirty money.
Pays above minimum wage.	Potential to accidentally trigger alarm system.

Ref: <https://toughnickel.com/industries/The-Ups-and-Downs-of-Working-as-a-Bank-Teller>