

Los Angeles Police Federal Credit Union (LAPFCU) has an exceptional career opportunity available. LAPFCU was started in 1936 and is a continuing leader in the credit union industry. Currently our asset size is \$738 million and growing. We offer competitive compensation and an exceptional benefits package. In addition to the related experience required for each position, candidates with experience in a financial institution are preferred.

**Job Title:** Teller

**Wage Classification:** Non-Exempt

**Status :** Full-Time

**Hourly Range:** \$13.63 - \$17.04

**Location:** Brewer Branch

3650 Martin Luther King Jr. Blvd. #185 Los Angeles, CA 90008

**Department:** Member Services

**Requisition:** #2010-5

**Job Code:** Web/Teller

## **TELLER**

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

### **1. POSITION PURPOSE & SUMMARY**

The primary purpose of this position is to assist Los Angeles Police Federal Credit Union live out its mission, "to enhance the quality of life for the Los Angeles Police Department family by serving as a trusted partner providing rewarding financial solutions through exceptional service." To achieve this purpose this position must provide outstanding service to both internal and external members. A key part of this outstanding service is to identify the financial needs of each member and recommend an appropriate credit union solution. . Responsible for delivering on the Credit Union's Service Promises and maintaining the Credit Union's Quality Service Standard.

Additionally, under general supervision, but in accordance with established policies and procedures, provides a variety of member service functions, such as processing share, checking, and loan transactions; cashing checks, selling money orders and travelers cheques, cashier checks, VISA and LOC cash advances, processing mail; maintaining account records, etc. Balance daily negotiable item sales. Provide a high quality of member service and cross selling of Credit Union services. Responsible for daily balancing of transactions and cash. Assist with balancing the department's daily activities and totals

Demonstrates and maintains an up-to-date knowledge of and ensures on-going compliance with applicable regulatory requirements, such as BSA, OFAC, CIP, and internal policies and procedures.

*Be an active/supportive participant in all services training. Utilize tools, as they are made available.*

### **2. QUALIFICATIONS**

- Education: High school diploma, GED or equivalent required.
- Training and Experience: Experience in a financial institution, cash handling and customer service preferred

- Required License and/or Documentation: None

### **3. CRITERIA FOR EVALUATION / ESSENTIAL FUNCTIONS**

- Deliver on our Service Promises in every internal and external member contact as measured by the Quality Loop and Internal Service Survey.
- We promise to treat you with the utmost respect.
- We promise to take responsibility for your request
- We promise to make it easy to do business with us.
- We promise to respond to your requests in a timely manner.
- We promise to identify your needs and suggest a rewarding financial solution.
- We promise to ensure the security of your financial information.
- We promise to show our appreciation for allowing us to serve you.
- We promise to deliver exceptional service at every encounter.
- To cross sell Credit Union products and services, meeting or exceeding the established goals.
- Meets or exceeds performance standards.
- Responsible for maintaining Credit Union's quality service standards.
- Verbally interacts with members, associates and others.
- Reads, writes and performs basic mathematical computations.
- Operates office related machinery.
- Sees sufficiently to distinguish paper money denominations and other financial instruments
- Demonstrates sufficient finger dexterity to bundle and count paper money and coin.
- Sits for long periods of time.
- Grasps, pushes, pull, carry, kneel and lift 35 pounds while filing or moving supplies.
- Sustains repetitive motions while using computer keyboard
- Ability to meet the physical requirements of the position as outlined under Physical Requirements.

**Please apply to:**

Los Angeles Police Federal Credit Union  
Human Resources Department  
Job Code: Web/Teller  
16150 Sherman Way  
Van Nuys, CA 91406  
E-mail: [jobs@lapfcu.org](mailto:jobs@lapfcu.org)  
Fax 818/782-9356

Resumes without salary requirements will not be reviewed.

To learn more about the Los Angeles Police Federal Credit Union, please visit our website at <http://www.lapfcu.org/>

**No phone calls, please. LAPFCU is an Equal Opportunity Employer.**