

**Vacancy: Teller**

**Closing Date: 04/05/2018**

**Interview Date: 10/05/2018**

**Kingdom Community Bank**, the trading name of **Kingdom Credit Union Ltd**, is a community-based, member- owned financial cooperative, established in 2004 to serve people living or working in Fife.

We are looking for a Teller to join our team at a key stage in our growth and development. The successful applicant will join Fife's largest credit union, with over 7,000 members. We aim to provide affordable loans and accessible savings to more people across the Kingdom of Fife.

The successful applicant will have strong customer care skills within a complex work environment and a proven track record of competency in the financial field.

Kingdom Community Bank is a trading name of Kingdom Credit Union Limited. Kingdom Credit Union Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number 231896). Registered address Main Street, Methilhill, Leven, KY8 2DP.

Kingdom Community Bank

# Teller

## Job Description and Person Specification

<b>Post Title:</b>	Teller 35 hours per week
<b>Salary:</b>	£15,925 per annum
<b>Duration:</b>	Permanent
<b>Location:</b>	Glenrothes/Methilhill
<b>Reporting to:</b>	Office Manager

### Main Purpose of Post

To perform transactional duties and to serve members with high accuracy and in professional manner face to face and on the telephone. To support the work of Kingdom Community Bank (KCB) and to promote its ethos.

### Main Duties

1. To greet and welcome members to the KCB in a courteous, professional and timely manner;
2. To ensure that members' requests and questions are promptly resolved;
3. To assist members complete documentation relevant to their membership;
4. To maintain accurate transactional records and provide cash receipt and payment services in accordance with credit union policies and procedures;
5. To maintain an up-to date and comprehensive knowledge on all KCB products and services;
6. To promote all services offered by the KCB as it pertains to members' needs and benefits of having such products;
7. Conduct daily bank and cash reconciliations;
8. To conduct other administrative tasks that are required;
9. To perform file maintenance and account changes as needed;
10. To monitor and evaluate service provision to members who have been referred to partner organisations;

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work evenings and Saturdays as necessary in order to ensure appropriate fulfilment of duties. Time off in lieu arrangements will be put in place to ensure flexible working practices that benefit both the organisation and the employee.

### **Person Specification**

Essential requirements:

- Relevant professional qualification and/or proven relevant work experience;
- Experience in a cash handling environment;
- Experience in delivering high quality customer service;
- Willingness to learn; work as part of a team and to help others;
- Excellent interpersonal, oral, written, numeracy and ICT skills,
- Efficient, self-motivated, and proactive, with good organizational skills;
- Displays honesty, integrity and a strong sense of ethics in all actions and decisions;

Desirable requirements:

- Qualification in Principles and Practices of Credit Union or willingness to study towards one;
- Experience of working within the third sector;
- Experience of banking or financial services;
- Driving Licence and access to a car;