



### **The Organization:**

Once the largest African-American owned bank in the Midwest, Seaway has served communities on Chicago's south side since 1965. Seaway acquired First Suburban Bank branches in Crestwood and Maywood, Illinois in 2010 and in 2011 Seaway acquired Legacy Bank in Milwaukee, Wisconsin. Self-Help assumed management of Seaway's branch network and deposits in May 2017. Self-Help is a leading national community development financial institution (CDFI) headquartered in Durham, NC. Founded in 1980, Self-Help has provided over \$7 billion in financing to 131,000 families, individuals and businesses underserved by traditional financial institutions. It helps drive economic development and strengthen communities by financing hundreds of homebuyers each year, as well as nonprofits, child care centers, community health facilities, public charter schools, and residential and commercial real estate projects. The Self-Help family of non-profit organizations includes North Carolina's Self-Help Credit Union, Self-Help Federal Credit Union, Self-Help Ventures Fund and the Center for Responsible Lending, a national policy and advocacy organization addressing abusive lending practices. Through its credit union network, Self-Help serves over 129,000 people in North Carolina, South Carolina, California, Illinois, Wisconsin and Florida and offers a full range of financial products and services. Learn more at [www.responsiblelending.org](http://www.responsiblelending.org).

### **Position Description:**

Self-Help is looking for two tellers to join our Seaway West Chatham location and one to join our Bronzeville location. Each teller will serve as a liaison between our members and the credit union. S/he will provide account information by phone or in person, as well as information on the full range of credit union products and services. S/he will also open accounts for members, resolve issues, professionally handle our member's daily needs and provide a variety of transactional services to members.

### **Essential Responsibilities:**

- Greet and welcome members and visitors to the credit union in a friendly and professional manner. Provide prompt, efficient and accurate service in the processing of transactions.
- Perform account transactions and maintenance as authorized, including processing share deposit payments, loan payments, CD transactions, lines of credit advances, and account transfers; disbursing cash and check withdrawals; monitoring receipts, counting cash and performing reconciliations; adding joint owners, completing address changes and competing any other necessary teller functions.

- Provide general and specific service-related information concerning credit union services or policies in-person or by-telephone.
- Respond to members' inquiries, requests, problems, and complaints and/or direct them to the appropriate person for specific information and assistance.
- Promote credit union products and services based on member's needs.
- Refer loan product inquiries to Branch Manager.
- Open, close and balance cash drawer daily. Maintain drawer cash levels within prescribed amounts.
- Other duties, responsibilities, and projects as assigned and in accordance with credit union policies and procedures.

**Minimum Qualifications:**

- High school diploma or equivalent and 1 to 2 years of experience in banking or retail.
- Ability to effectively organize and prioritize work.
- Excellent interpersonal skills.
- Ability to form and maintain strong relationships with internal and external customers.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Knowledge of basic economic and accounting principles and practices, the financial markets and banking.
- Analytical and problem solving skills.
- Ability to use keyboard and data entry skills.
- English/Spanish fluency is required.

**Physical Requirements:**

Frequently requires use of manual dexterity and repetitive motions, primarily with the wrists, hands, and/or fingers. Must be able to occasionally lift and exert force of up to 10 pounds.

**Compensation:**

Competitive nonprofit salary, based on experience, plus a generous benefits package.

**Application:**

To apply, send resume and cover letter, describing why you are a fit for this position, to [Seawayhiring@self-helpfcu.org](mailto:Seawayhiring@self-helpfcu.org). Please include the position title as the subject. Application must be received by **January 2, 2019** to ensure consideration. Applications received after this date may or may not be considered, depending on the applicant pool. The position will remain posted until filled.

**Self-Help is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, gender, religion, disability that can be accommodated, marital status, ancestry, nationality, family status or sexual orientation.**