



Job Description

Job Title:	Summer Intern/winter break	Entity:	Colville Tribal Credit
Reports To:	Operations Manager	Salary Grade:	Up to \$17.25
FLSA Classification:	Non-Exempt		Open until filled

Summary:

Performs teller and receptionist duties in a customer service friendly, efficient and profitable manner that promotes superior staff, customer and vendor relations.

Essential Functions:

- Assists customers daily with check cashing, payment information, cash exchanges.
- Maintains and balances daily teller and/or vault cash.
- Prepares bank deposits daily.
- Dedicates at least forty-five (45) minutes daily to filing in loan files.
- Assist in preparing an applying daily mail log.
- Reviews and mails receipts for loan payments on a daily basis, and monthly statements.
- Acts as secondary phone receptionist.
- Greets customers courteously, determines their need and directs them to the appropriate person.
- Opens and closes Colville Tribal Credit lobby.
- Ensures there is an adequate supply of loan applications, current property listings, real estate guidelines, etc. available in lobby.
- Maintains, orders, and distributes money supply from vault.
- Assists Tribal Programs with safe deposit boxes.
- Maintains logbook for opening and closing of vault.
- Audits unsecured loan files.
- Maintains retention records for paid in full loans, prepares security documents for release, mails promissory note to customers.
- Assists loan officers with daily tasks.
- Obtains and distributes all incoming and outgoing mail; keeps accurate records of all certified mail.
- Maintains security and confidentiality of all customer files and transactions.

- Provides quality customer service.
- Performs other duties and special projects as assigned.

Knowledge, Skills, and Abilities (Minimum Qualifications):

- High school diploma or GED equivalent.
- Must be computer literate with proficiency in Windows based programs.
- Must possess grammar, spelling, and punctuation skills.
- Must possess excellent communication skills.
- Ability to meet and deal effectively with customers, associates, and the general public.
- Ability to perform tasks with speed and accuracy.
- Ability to prioritize work responsibilities and be multi tasked oriented.
- Ability to maintain the highest degree of confidentiality.
- Ability to be flexible and tackle multiple assignments.
- Required skills in typing, 10-key calculator and filing.
- Must be current with all Colville Tribal Credit loans and authorize Colville Tribal Credit to obtain a personal credit report.
- Must possess a current and valid Washington State Driver's License.
- Must be bondable.
- Colville Tribal Credit will review the credit report of employees when credit worthiness is substantially job related. Credit reports of such employees shall be checked once a year or more frequently when relevant.

Physical Demands / Work Environment:

- Manual and finger dexterity as required to perform daily job duties.
- Ability to occasionally lift and/or move up to 35 pounds.
- Ability to frequently walk and/or stand for prolonged periods of time.
- Ability to frequently sit for prolonged periods of time.
- Ability to occasionally bend, squat and/or reach.

DRUG TEST REQUIRED IN ACCORDANCE WITH COLVILLE TRIBAL CREDIT CORPORATION POLICY

These requirements need to be met to represent knowledge, skill and/or ability to perform job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

APPROVED:

<i>Department Manager</i>	<i>Date</i>
<i>Human Resources</i>	<i>Date</i>