



Aloha Pacific Federal Credit Union
Job Posting for July 17, 2010

Position: Branch Sales Associate, Full-time (1 position)

Location: Relief Pool

Manager: Joy Rafael, Branch Development Manager

Submit Inquiry to: Human Resources Department

Job Summary: Perform branch responsibilities not limited to both teller services and member services in accordance with quality service objectives and credit union policies and procedures. (account/loan servicing transaction processing or, new account servicing, new loan servicing, account maintenance, product cross-sales, balancing, and financial transaction record-keeping)

Position: Branch Sales Associate, Full-time (6 positions)

Location: (4) Main Branch - South Hotel Street, (1) Kaimuki Branch, (1) Hawaii Kai

Manager: Jo Ann Tatsuyama – Senior Branch Manager (Main/Kaimuki/Hawaii Kai)

Submit Inquiry to: Human Resources Department

Job Summary: Perform branch responsibilities not limited to both teller services and member services in accordance with quality service objectives and credit union policies and procedures. (account/loan servicing transaction processing or, new account servicing, new loan servicing, account maintenance, product cross-sales, balancing, and financial transaction record-keeping).

Position: Branch Sales Associate, Full-time (3 positions)

Location: Kailua Branch

Manager: Jo Ann Tatsuyama – Senior Branch Manager

Genal Perrin – Senior Branch Manager

Submit Inquiry to: Human Resources Department

Job Summary: Perform branch responsibilities not limited to both teller services and member services in accordance with quality service objectives and credit union policies and procedures. (account/loan servicing transaction processing or, new account servicing, new loan servicing, account maintenance, product cross-sales, balancing, and financial transaction record-keeping).

Position: Kailua Branch Supervisor (1 position)

Location: Kailua Branch

Manager: Joy Rafael – Branch Development Manager

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for the direct supervision of day-to day branch operations. Coordinate work schedules, allocate workload, and provide oversight, guidance and assistance to branch personnel. Train branch staff in operational processes and procedures; monitor staff performance and recommend personnel actions; assist staff in complex situations and problem escalation; and recommend changes for continuous process improvement. Assume back-up responsibilities for Branch Manager as needed.

Position: Assistant Branch Manager, Full-time (1 position)

Location: Main Branch – South Hotel Street

Manager: Jo Ann Tatsuyama – Senior Branch Manager Main Branch

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for the direct supervision of day-to-day branch operations. Coordinate work schedules, allocate workload, and provide oversight, guidance and assistance to branch personnel. Train branch staff in operational processes and procedures; monitor staff performance and recommend personnel actions; assist staff in complex situations and problem escalation; and recommend changes for continuous process improvement. Assist Branch Manager in tracking profitability and performance in achieving sales goals and service level standards of assigned branch. Assist in SEG servicing and assume back-up responsibilities for Branch Manager as needed. Minimum requirement of 3 years lending experience, 3 years management experience, and 3 years of financial industry experience.



Position: Information Technology Specialist, Full-time (1 position)

Location: IT Office, 2200 Kamehameha Highway, Suite 208

Manager: Dustin Tabata, IT Development Manager

Submit Inquiry to: Human Resources Department

Job Summary: Primary responsibility will be helpdesk support. In addition the position will handle installs, modifications, and makes minor repairs to personal computer hardware and software systems, and provides technical assistance and training to system users by performing the following duties: Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity. Inspects personal computer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery. Installs or assists service personnel in installation of hardware and peripheral components such as monitors, keyboards, printers, and disk drives on user's premises. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer. Instructs users in use of equipment, software, and manuals. Other duties as specified.

Position: Senior Call Relations Representative, Full-time (1 position)

Location: 2200 Kamehameha Highway

Manager: Kathy Yorong – Call Relations Manager

Submit Inquiry to: Kathy Yorong or Human Resources

Job Summary: Responsible for establishing new member accounts, sell and service credit union products for phone-in members and providing excellent service. Uses Business Development Sales (BDS) skills when servicing members. BDS is greeting the member with a positive attitude, positive body language, smiling, acknowledging the member by name and thanking them for their business. Provide the opening, limited servicing and closing of accounts and products. Servicing members with the following products include but not limited to: savings, checking, holiday savings, certificates of deposits, market index certificates, individual retirement accounts, trusts, and consumer loans. Complete required documents to comply with federal, state, statute regulations and credit union policy and procedures. Complete assignments, which is inclusive of documents and computer data entry, in a timely and accurate manner. Ability to navigate, input, research, and amend pertinent information in the Credit Union Business Environment (CUBE) data system. Maintain a working knowledge of the policies and procedures for credit union accounts, services and products. Call center experience preferred. Will assist Call Center leadership with duties and responsibilities.