



High School Apprenticeship Program

Overview of High School Apprenticeship

Program Objective

- Integrate classroom studies with paid productive work experiences
- Provide valuable work experience within a corporate environment
- Relate work to a student's academic career goals
- Provide prospective employees/students for the long-term commitment of regular employment with Delta Community Credit Union

Benefits to Students

- Reinforce learning and enhance skills
- Allow discovery for career alternatives
- Increase career skills and marketability
- Instill work ethic and develop confidence and maturity
- Provide income to the student (\$10.00 per hour)

Benefits to Delta Community Credit Union

- Increase cost-effectiveness of recruiting and training
- Improve selection process by providing actual on-the-job performance as basis for future hiring decisions
- Enhance staffing flexibility with effective short-term employees
- Strengthen strategic partnerships with high schools and students
- Provide a valuable public relations tool
- Promote diversity by hiring bright, enthusiastic people with new ideas and insights

Program Eligibility

- Program is for students in their junior or senior year of high school
- Students must be enrolled in the school's Work-Based Learning (WBL) Program
- Students must maintain excellent academic standards while in the program
- Students must be able to commit to working the required number of hours designated by the Program Coordinator and the Branch Manager
 - Students typically work 15-20 hours per week including most Saturdays from 8:30AM - 12:30PM



High School Apprentices Program

Training

Training will start on **Monday, July 11, 2022.**

Based on the student branch assignment, training will be offered at one of the following locations:

1. **Peachtree City (Wisdom Road)**

**Delta Community Credit Union
Wisdom Road Branch, 315 Highway 74 North
Peachtree City, Ga. 30269**

*Training location for students designated to work at the following branches:
Summit Point, Peachtree City Wisdom Road, Eagles Landing, McDonough,
Mt Zion and Newnan Hwy 34*

2. **Atlanta / Vinings (Riverwood 200)**

**Delta Community Credit Union
3300 Riverwood Parkway, Building 200,
Atlanta, GA 30339**

*Training location for students designated to work at the following branches:
Dallas Hwy, Sandy Springs, Woodstock, Douglasville, Buford, Cumming, Duluth,
Vinings, Gainesville, Johns Creek, Snellville, Midtown and Decatur*

Training Details:

- There will be approximately four weeks of full-day mandatory training
- Training hours will be 8:00 AM – 5:00 PM Monday – Friday
 - However, the 1st day of onboarding will start at 7:30 AM and will be in-person
- New Employee Orientation (NEO) will be one day and the remainder of the training period will be specific to teller responsibilities
 - **Note:** Subsequent training may be conducted either **in-person** or **virtual**. Details will be shared at a later date.
- Most of the training will take place at the Peachtree City Wisdom Road or Riverwood Parkway locations with some hands-on training at a local community branch
- Dress Code is business casual with no visible tattoos or body piercings
- Training is also paid at \$10 per hour



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Job Summary:

The High School Apprentice Teller position will require face-to-face contact with the membership on a daily basis. Teamwork with other staff members is required to ensure prompt and courteous service to all members. The High School Apprentice Teller role is responsible for processing various types of transactions including handling deposits, withdrawals and cashing various checks. In addition, they may process mortgage payments, loan payments as well as issue gift, cashier's, and traveler's checks. This position will also promote, recommend and refer products and services. This is a wonderful opportunity to work in a dynamic and fast-paced environment with a competitive salary. Practices safety-conscious behaviors in all operational processes and procedures.

Essential Functions:

- Ensure that Delta Community Credit Union maintains a good image through good customer relations by handling account entries with a high level of accuracy
- Process and balance various types of monetary transactions including deposits, withdrawals, and cashing checks
- Maintain security of cash drawer, negotiable instruments and credit union documents to ensure confidentiality of members' accounts to protect members and Delta Community Credit Union
- Complete Shared Branching, loan payments, mortgage payments, as well as issue gift, cashier's, and traveler's checks requests
- Answer/educate questions relating to accounts and other products and services
- Promote, recommend and refer products and services while being respectful and maintaining professionalism
- Receive mortgage and loan payments
- Meet balancing standards consistently
- Be an effective team member through cooperation, flexibility and dependability
Demonstrate knowledge of Delta Community Credit Union products and services
- This description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. This job description is subject to change at any time

Required Minimum Qualifications:

- Must be enrolled in local High School Work Based Learning Program
- Strong organizational and time management skills
- Detailed oriented and work with minimal supervision in fast-paced environment
- Possess strong interpersonal and communication skills
- Possess high numerical aptitude
- Must be able to sit/stand approximately 8 hours a day
- Must be willing to work Saturdays
- Complies with all Credit Union policies and procedures including those related to Bank Secrecy Act regulations

Preferred Qualifications:

- Customer service and cash handling experience