



Frontline Supervisor
Position Posted: March 13, 2026

St. Pius X Church Federal Credit Union (SPX FCU) is currently seeking a friendly, dependable, detailed-oriented individual to join our team as a Frontline Supervisor. If you enjoy helping others, contributing to a positive team setting, and want to work in a cordial, community-focused environment, this could be the perfect fit for you.

Job Description

Accountable for the supervision of the teller area. Guide and advise tellers in the efficient and accurate handling of member needs. Solve member problems, resolve teller issues, and help with complex work-related matters. Perform all teller functions as needed. Ensure a high level of accuracy in all teller transactions.

Pay: \$21.70 – \$23.18 per hour (Fulltime Position)

SPX FCU offers a competitive benefits package which includes a 401k with match. Performance-based incentive program available for eligible employees.

Hours: 36-40 hours per week

As a Frontline Supervisor at SPX FCU, you will:

- Greet and welcome members to the credit union in a courteous and professional manner.
- Create a positive member experience.
- Perform transactional and non-transactional activities, including account servicing, maintenance, and problem resolution.
- Participate in ongoing training including regulatory requirements, internal controls, fraud prevention, and policy updates.
- Support and contribute to the safety and soundness of our organization's operations.
- Provide account information by phone or in person, as well as information on the full range of credit union products and services.
- Refer credit union products and services to members.
- Assist Chief Operations Officer (COO) for the teller operations area by scheduling hours, assigning work, answering questions, solving problems,

helping with complex transactions and member relations problems, and explaining policies and procedures to tellers and members.

- Ensure that teller staff is trained and cross-trained in all phases of their particular jobs and in all credit union products and services to ensure the highest quality of service to members.
- Maintain a highly motivated, well-trained staff.
- Establish and maintain effective employee relations.
- In conjunction with the COO, evaluate job performance of subordinates to ensure quality of work and service to members.
- Assist in the development, application, and evaluation of procedures for the department.
- Maintain a thorough knowledge of policies and procedures, with particular attention to the Bank Secrecy Act, and Patriot Act.
- Assist in holding periodic staff meetings to discuss areas needing improvement, changes in procedures, new developments or services, and to present general information. Encourage the exchange of ideas.
- Manage and recommend the purchase of equipment and supplies.
- Assist tellers as required with member questions or any transactional question that needs clarification.
- Approve member exceptions and authorize service fee refunds to members when necessary.
- Oversee proper availability/maintain an adequate supply of daily cash, and checks for the credit union.
- Oversee work schedules for employees in the teller area to ensure proper service to the membership.

Qualifications:

- Associates degree or equivalent combination of education and experience required.
- Prior sales, customer service, and supervisor experience preferred.
- Strong communication, problem solving and decision-making abilities.
- Good computer skills and ability to operate in computer business applications.
- Demonstrate a positive attitude and willingness to collaborate effectively with team members to support member service goals and operational efficiency.
- Desire to learn, grow, and develop.
- Passion to work with and help people.
- Confidence to recommend products and services.
- Excellent attention to detail.
- Ability to remain flexible and multitask in a fast-paced environment.
- Demonstrate alignment with SPX FCU's core values, mission, and vision.

Schedule / Office Hours:

Monday, Wednesday, Friday: 7:45am-2:00pm

Tuesday & Thursday: 7:45am – 6:30pm

Sunday: 9:00am – 11:30am

Scheduling will be within office operating hours but may not include all open hours. Must be flexible to meet current and future business needs.

Working Environment:

- Must be able to sit and stand for extended periods of time in an office environment.
- Movements frequently and regularly required using the wrists, hands, and/or fingers.
- Occasional lifting required.

To Apply:

- Please email Management with your resume and interest in position.
- Management will respond within 1-2 business days.

Contact Information:

Phone (585)247-0724

Email: management@spxfcu.org

Credit Union Location: 2998 Chili Ave. Rochester, NY 14624

Candidates considered for hire are subject to credit and background checks.

St. Pius X Church Federal Credit Union is an equal opportunity employer prohibiting discrimination based on race, color, religion, sex, sexual orientation, national origin, age, disability, or other protected characteristics as defined by federal, state, and local laws.