



Teller/Financial Services Representative

Bank of Colorado – 4 positions at these locations (1 per location):

- **West Loveland** 1888 West Eisenhower Boulevard, Loveland, CO
- **Old Town Fort Collins** 107 North College Avenue, Fort Collins, CO
- **Longmont** 916 South Main Street, Longmont, CO
- **Windsor** 1041 Main Street, Windsor, CO

Apprenticeship Details:

- Apprenticeship duration: Three years.
- Apprenticeship starts: July 2020 (some flexibility here depending on circumstances).
- Year One school-year work schedule: 16 hours per week over 2-4 days/week, with a minimum of 4 consecutive hours per work day, during normal business hours.
- Year Two school-year work schedule: 24 hours per week over 3-5 days/week.
- Year Three school-year work schedule: 32 or more hours per week.
- You will be 16 years or older before June 2020 and will be a high school junior or senior in the 2020-21 school year.

This employer has committed to investing in additional training (either for industry training, credentials, and/or for job-specific college coursework). Students must work with their school and employer to determine a coursework plan that accounts for their individual schedule and readiness.

Additional Details:

Compensation: \$12.00/hr

Total Apprentices for this Position: 1

Work Environment: Business Professional/Casual

Is a background check required?: Yes

Is a drug test required?: No

Schedule: Flexible

**During the school year, TSD student apprentices work either a morning or afternoon shift, depending on the business needs and student schedule constraints.*

Who We Are:

Family Owned and Community Focused

The communities we're a part of make us who we are.

In 1978, we became a part of a larger family of local banks started by the Dinsdale family during the Great Depression. The economic hardships took their toll on the people and the banks in Palmer, Nebraska. So brothers George and Tom Dinsdale, along with some friends, decided to do something. They pulled their resources together to open a bank for their community.

Today, Bank of Colorado serves communities throughout the Eastern Plains, the Front Range, the Western Slope and the Four Corners Region. Although we've grown, we still greet you by name and answer our calls in person. We even make the latest conveniences available, like online and mobile banking. But many of our customers still prefer to stop by one of our branches and talk to the bankers they've known all their lives.

Who You Are:

- **Organized:** You are responsible and possess discipline and determination. You are focused; a planner who likes to achieve and improve
- **Service Orientation:** You have no issue making other people's problems your own.
- **Cooperative:** Others might say you are good-natured, unselfish, and polite. You are genuinely interested in others' needs and pleasant.
- **Adaptability and flexibility:** Willingness to learn, be flexible in job duties and adapt to new job responsibilities

What You Will Learn:

- *Occupational Competencies the apprentice will develop in the role:*
 - **Financial Concepts:** Understanding of the departmental structure of a financial institution, product and services offered, and compliance to financial regulations.
 - **Customer Support:** Familiarity with the use of some components of computer applications, etc. and a basic ability to diagnose customer problems and issue resolution support.
 - **Communication:** Basic familiarity with professional communication in phone conversation, including using complex phone systems, and in writing via email exchanges and via technology solutions.
 - **Microsoft Office:** Use of multiple end-user software packages and cloud solutions (which may include a business productivity suite such as MS Office or Google Docs)
- *Foundational Competencies the apprentice will develop in this role*
 - **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking appropriate questions to identify root cause through iterative questions, making sure to understand the severity of a problem.
 - **Service Orientation:** Actively looking for ways to help people; owning an issue through completion or transfer to another support specialist; using effective communication and empathy to best help resolve customer issues.
 - **Critical Thinking:** Using logic and reasoning to identify the risks and rewards of alternative solutions, conclusions, or approaches to problems; seeing the big picture and identifying patterns like a large number of calls or questions about the same type of issue; identifying opportunities for improvement.

What You Will Do:

Check out Jaime, our current apprentice, and his journey with Bank of Colorado and CareerWise!
- <https://vimeo.com/293454413>

Provides quality service by assisting customers accurately and efficiently and develops long term customer relationships. Receives and pays money to bank customers and ensures that accurate record keeping of deposits and withdrawals, negotiable instruments, and other bank transactions is maintained. Performs a broad variety of customer service and sales activities, such as assisting walk-in customers as well as telephone customers with account problems and questions. Performs duties, which include selling and opening new accounts, closing accounts, and advising customers on all bank services.

RESPONSIBILITIES AND DUTIES:

1. Performs all regular teller duties including accepting deposits, cashing checks, and perform various customer service related duties. By year 3 will also be skilled in opening New Accounts and those processes.
2. Performs various customer service duties:
 - a. Answering phone calls and assisting walk-in customers
 - b. Initiating customer research
 - c. Processing check orders
 - d. Opening/Closing account
 - e. Sorting daily mail
 - f. Performs other related duties as assigned by management.

What You Have Done:

Educational Requirements for Applying Candidates:

- Applicants should be able to communicate clearly and concisely, both verbally and in writing. Bilingual highly preferred.
- Applicants should also be on track to master the following arithmetic competencies by the beginning of the apprenticeship in order to access potential college-level training content (as outlined in College Board Accuplacer Program Manual, October 2016):
 - perform the basic arithmetic operations of addition, subtraction, multiplication, and division using whole numbers, fractions, decimals, and mixed numbers make conversions among fractions, decimals, and percentages
- Applicants should be on track to master the following reading competencies by the beginning of the apprenticeship (as outlined in College Board Accuplacer Program Manual, October 2016):
 - answer questions that require them to synthesize information, including gauging point of view and intended audience
 - recognize organizing principles in a paragraph or passage identify contradictory or contrasting statements

Coursework and Certifications:

Financial Services/Accounting: CareerWise's K-12, higher ed, and employer partners collaborate to recommend college coursework. These courses are closely aligned with the competencies required at work to ensure the highest level of effectiveness and learning for apprentices both in classroom and in training at work. The career-relevant college courses are independent from the concurrent enrollment college courses the apprentices may already be enrolled in through their high school. Apprenticeship is

not a one-size-fits-all model. CareerWise and the student's counselors guide each apprentice to take college courses at an appropriate pace during their apprenticeship based on their own goals and readiness. Therefore, the actual number of credits completed during the apprenticeship may vary based on the apprentice's goals, readiness, passion, training requirements and pathway.

Sample Coursework (Final selection to be determined per apprentices' goals and readiness)

- Fundamentals of Accounting
- Payroll Accounting
- Spreadsheet Applications for Accounting
- Business Communication and Report Writing

Continuing Education Assistance:

Do we provide continuing education assistance to our full time employees?: Yes

Aptitude Assessment: None

Create your student profile, upload your resume, and apply for positions at:

www.careerwisecolorado.org