



We're Different that Way.

Position Title: Teller

Summary:

Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.

Duties and Responsibilities:

1. Greet and welcome members and visitors to the credit union in a professional and timely manner. Represent the credit union to members in a courteous and professional manner and provide prompt, efficient, and accurate service in the processing of transactions.
2. Receive share drafts/checks and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and enter deposits into computer records.
3. Cash share drafts/checks and process withdrawals; pay out money after verification of signatures and member balances.
4. Assist with mail or email transactions, when available.
5. Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the teller area, including robbery procedures.
6. Promote, explain, and cross-sell other credit union services such as consumer and mortgage loans, IRAs, certificates, safe deposit boxes, debit and credit cards, on-line banking, prepaid cards, and money orders.
7. Receive mortgage, consumer loan, and other payments, and ensure the payments match balances due.
8. Enter payments into computer. Generate member receipts.
9. Place hold on accounts for uncollected funds.
10. Count, check, and package coins and currency.
11. Balance cash drawer at the end of the shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the supervisor as necessary.
12. Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
13. Report malfunctions of teller terminals and other equipment used at the teller station.
14. Check night depository bags and record proper information according to credit union procedures.
15. Other duties, as assigned.

Education:

Requires a high school diploma or equivalent knowledge of English, Mathematics, & Grammar.

Experience:

Requires some prior customer contact experience.

Additional Knowledge, Skills, & Abilities, Licenses, etc.:

Ability to communicate well, verbally or written, with co-workers, customers, community members and management.

Ability to comply with company and industry operating, safety standards, rules and regulations.

Ability to work with confidential information, materials, and files appropriately, professionally, & discretely.

Physical Requirements:

Ability to exert up to 10 pounds of force occasionally, and/or a minimal amount of force frequently to lift, carry, push, pull, or otherwise move objects.

Ability to sit and/or stand for long periods of time.

Ability to demonstrate and apply manual dexterity to operate office equipment.

Ability to view computer monitor or laptop screen for extended periods of time.

Working Conditions:

Office Environment

Ability to adapt easily to changing work schedules.