

Teller

Supervisor: Branch Manager

SUMMARY

Responsible for receiving and processing all member over-the-counter, mail and telephone request transactions. The reputation of the credit union may be influenced by the teller's approach and skill in handling their needs. May be required to direct members to other departments for assistance.

Duties and Responsibilities:

1. Receive and process member deposits, withdrawals, transfers and loan payments received daily over-the counter, by mail and by telephone.
2. Order, sell and reconcile daily traveler's checks, money orders, and event tickets offered to the membership.
3. Process credit card cash advance transactions.
4. Process gift card requests.
5. Balance teller cash drawer.
6. Balance and prepare checks for deposit.
7. Responsible for following all rules and regulations including those pertaining to the Bank Secrecy Act.
8. Other duties as assigned.

Assignment, Review and Approval of Work:

Branch Manager primarily assigns and reviews all work. The schooling and instructions as given are adequate to complete assigned work.

Complexity:

This position requires knowledge of all credit union services. Must be accurate in cash handling. Must be able to work with people and accept direction and responsibility.

Minimum Education, Experience, Equipment Proficiency, Working Condition Demands Necessary:

1. Education and Experience:

High school graduate or equivalent
Previous teller experience or cash handling experience necessary

2. Proficiency in Operation of:

PC and mainframe based computer equipment
Typewriter
10-key calculator by touch
Telephone
Other basic office equipment

3. Working Conditions:

Mental Demands

- Ability to concentrate, communicate effectively (oral and written), reason, understand instructions, differentiate, and read.

Physical Demands

- Ability to stand for extended periods.
- Ability to lift and carry light objects, sit, stand, walk, use repetitive hand and finger motions.
- Visual requirements relating to computers and other office equipment.
- Hearing requirements relating to personal and telephone communication.

Job descriptions are not intended to be and should not be construed as a complete list of all duties and responsibilities performed by incumbent, nor do they constitute an employment contract. Duties, responsibilities, and expectations may be added, deleted, or changed at any time at management's discretion.

Revised effective April 2, 2019