

## **Teller**

This position is required to understand the features and benefits of all Credit Union products and services to better inform and cross-sell based on member needs. The Teller conducts all deposits, withdrawals, and transfers on member accounts. They must show sound skills to reconcile daily transaction activity. They must be organized and efficient to complete a large number of transactions daily. At the same time, they are expected to be friendly and helpful since they are the primary representative of the Credit Union. Overall purpose of this position is to provide accurate, informed, and friendly transaction services to members.

### **PRIMARY DUTIES/RESPONSIBILITIES:**

1. Receive members at assigned station, determine nature of member's business, process their transaction, provide policy information, and cross-sell credit union products, and services
2. Process member transactions such as receiving and disbursing all funds by cash, check, traveler's check, and money order; in person or by mail or telephone
3. Answer general questions, handle minor complaints, do basic member account research, and refer to proper department for solution
4. Receive and verify sufficient cash from Teller Manager to handle daily cash disbursements
5. Balance cash receipts and prepare daily cash summary

### **SECONDARY DUTIES:**

1. Sell money orders and traveler's check services to members and process VISA cash advances
2. Maintain neat, legible, and accurate transaction records
3. Balance individual cash drawer daily
4. Handle member transfers via telephone or wire transfer
5. Process loan deposits and deposits by mail
6. Answer member account status inquiries over the phone
7. Complete general typing, filing, computer input and perform other duties as assigned.

Abilities, Characteristics, Knowledge, and Skills required:

1. High school graduate, some college desired.
2. Six months experience as a teller is desired, cashier or related field desired, but not required.
3. Reasonable PC skills.
4. Good basic skills at reading, writing and arithmetic.
5. Pleasant, enthusiastic, and mature.

**NONDISCRIMINATION:** The Credit Union is committed to providing advancement opportunities and to promote all of the employees based on merit, the ability to do the job, and other objective criteria. Employees will be evaluated without regard to sex, race, religion, disability, age, national origin, or other protected class. The Credit Union seeks to employ a diverse work force at all levels of the organization.