

**SUMMARY**

A Teller is responsible for assisting members and prospective members with products, services and transactions in a responsive and professional manner. This person should also have excellent member service skills, a good knowledge of Credit Union policies and procedures, as well as all services and products provided by the Credit Union in order to assist all members with their inquiries and transactions.

Under the direction of the Branch Manager, a Teller has the responsibility to:

JOB RESPONSIBILITIES:

1. Provide prompt, efficient and accurate member service in processing of transactions.
2. Respond to all member requests and inquiries in an efficient, effective manner.
3. Ensure that all members receive prompt, efficient, courteous, and professional services and member problems/complaints are resolved promptly.
4. Properly administer cash withdrawal and check cashing limit.
5. Have a thorough knowledge of federal and state regulations governing deposits and U.S. Savings Bonds.
6. Mentor new employees during and after their initial training, as requested by a supervisor.
7. Make recommendations to supervisors of any process or procedure needing revision or updating.
8. Demonstrate flexibility by willingness to rotate between areas of need.
9. Review robbery procedures on a regular basis. Be prepared to carry out robbery procedures as well as assist in the event of a robbery.
10. Represent the Credit union to the member in a courteous and professional manner.
11. Review portfolios when conducting transactions looking for opportunities to save members time and/or money.
12. Engage members in conversations related to their use of credit and practice good listening and hand-off skills.
13. Conduct outbound calling to both members and non-members as directed by management.
14. Uphold all fees found in our Fee Schedule unless exception by Branch Manager is obtained.



OTHER JOB FUNCTIONS

1. Perform additional duties as may be assigned.
2. Maintain a professional appearance in addition to good housekeeping practices within the working area.
3. Maintain a comprehensive knowledge of Credit Union products, services, policies and procedures to ensure information is accurately disseminated to the membership.
4. Maintain effective communication with all Credit Union employees (internal customers) to ensure coordination and exchange of information for accomplishing Credit Union goals.
5. For the purpose of attaining Credit Union goals, it is the responsibility of each employee to strive for continuous quality improvement of processes and quality of service to internal and external customers.

SKILL REQUIREMENTS

1. Excellent organizational skills, with the ability to handle multiple tasks by prioritizing job responsibilities.
2. Proficient math skills, with a high degree of accuracy.
3. Ability to process account transactions accurately and efficiently.
4. Good oral and written skills to effectively communicate in the English language.
5. Good interpersonal skills to ensure member concerns are handled in a professional manner.
6. Ability to present a professional image with management, staff, and members.
7. Ability to work independently and as a team member, while using discretion in decision making and sound judgment in problem solving.
8. Ability to effectively promote, demonstrate and cross sell the products and services of the Credit Union.
9. Proficient PC skills, with the ability to learn new software.
10. Ability to maintain flexibility and adaptability for departmental and Credit Union changes.

PHYSICAL REQUIREMENTS

1. Additional hours as necessary to accomplish objectives, goals, and projects
2. Ability to work a flexible schedule to meet the needs of the Membership.
3. Combined sitting, standing and moving throughout the workday to accomplish tasks.



4. Vision (or corrected) to normal range.
5. Sufficient manual dexterity to operate a variety of standard office equipment.
6. Ability to lift up to 25 pounds.

EDUCATION/EXPERIENCE REQUIREMENTS

1. High school diploma or equivalent.
2. Cash handling and/or customer service experience preferred.