

Title: Senior Teller
Reports To: Teller Supervisor
Supervises: Tellers
Status: Full-time, non-exempt

Accountabilities

Responsible for the supervision of the teller area. Perform all teller functions, as well as solve problems and help with complex work-related matters. Guide and advise tellers in the efficient handling of member needs and consultative selling of products and services.

Requirements

Must have a high school diploma, or G.E.D., with one year teller experience or retail management experience. Must have experience with computerized teller platform systems, retail cash management systems, keyboarding and ten key calculator. Must have excellent communication and sales skills.

Duties and Responsibilities

1. Ensure that teller staff is cross-trained in all phases of teller operations to ensure quality service to members.
2. Establish and maintain effective employee relations, resulting in a well-trained and highly motivated staff.
3. Evaluate job performance of subordinates, to ensure quality of work and service to members.
4. Develop, apply and evaluate policies and procedures for the department.
5. Hold periodic staff meetings to discuss areas needing improvement, changes in policy/procedure, new products/services and general information.
6. Within your prescribed limits, approve cash/check withdrawals and check holds on checks deposited.
7. Function as a working teller, providing excellent member service.
8. Maintain adequate supplies of cash, prepaid cards, money orders and teller checks.
9. Maintain knowledge of all Credit Union policies/procedures and state/federal regulations applicable to your department.

10. Serve as vault teller for the Credit Union, including cash ordering, verifying cash received, depositing cash and coin with our correspondent bank, filling teller cash orders, maintaining vault security and balancing vault daily.
11. Approve member exceptions (within your prescribed limits) and authorize service fee refunds to members, when appropriate.
12. Investigate teller long/shorts and institute corrective actions.
13. Oversee work schedules for department employees (including Saturdays) to ensure excellent service delivery to the membership.
14. Comply with all OFAC, Bank Secrecy Act and money laundering regulations.
15. Will perform other duties as assigned.

Physical Requirements

This position may require standing for up to 80% of the time at a teller counter that is 40 inches tall and in a space that is 43 inches wide. Periodically, heavy bags of coin and other office supplies must be lifted and carried. Must be able to maneuver in a tight space, such as the vault cash room, safe deposit box room and teller station. Must be able to speak, hear, use hands, walk, lift, bend, stand and sit.