

Title: Teller I
Reports To: Senior Teller
Supervises: None
Status: Full-time, non-exempt

Accountabilities

Provide a variety of member savings, checking, credit account transactions and member services such as sales of money orders and prepaid VISA cards, as well as solve member account-related problems. Guide and advise members in the efficient handling of their needs and consultative selling of products and services.

Requirements

Must have a high school diploma, or G.E.D., with six months general office experience or retail sales experience. Must have experience with keyboarding and ten key calculator. Must have excellent communication and sales skills.

Duties and Responsibilities

1. Responsible for prompt, comprehensive, accurate and efficient member transactions.
2. Receive checks and cash for deposits to accounts. Must verify amounts, examine checks for proper endorsement, apply holds as required by policy (within your prescribed limits) and enter deposits into computer records.
3. Process incoming mail.
4. Issue prepaid VISA cards, money orders and teller checks, within your prescribed limits.
5. Ensure that your work area is neat, professional and properly stocked with forms, supplies, etc.
6. Cash checks and process withdrawals upon proper verification within your prescribed limits.
7. Receive and post loan payments to proper accounts.
8. Cross-sell Credit Union products and services to members.
9. Maintain knowledge of all Credit Union policies/procedures and state/federal regulations applicable to your department.

10. Under dual control, process all night drop deposits.
11. Balance cash drawer at the end of shift and report any discrepancies to your supervisor.
12. Comply with all OFAC, Bank Secrecy Act and money laundering regulations.
13. 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.