

Job Description

TITLE: TELLER I

REPORTS TO: BRANCH MANAGER

STATUS: HOURLY NON-EXEMPT

Purpose

Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.

Requirements

- Previous teller/cashier experience required
- High school graduate or GED preferred
- Computer literate required

Duties and Responsibilities

- Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions.
- Receive share drafts/checks and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and enter deposits into computer records.
- Cash share drafts/checks and process withdrawals; ensure proper identification is made for all members and shared branch members. Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Promote cross-sell/help credit union products and services. Explain, promote, or sell products or services, money orders, and cashier's checks, using computerized information about customers to tailor recommendations
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the teller area, including robbery procedures
- Count currency, coins, and checks received, by hand or using currency-counting machine, in order to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Proficient in all functions of electronic services.
- Ability to identify and refer opportunities to Member Service Representatives.
- Place appropriate holds on accounts.
- Receive mortgage, consumer loan, and other payments and ensure the payments match balances due. Enter payments properly into computer.
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines. Process daily TCR transactions (if applicable).
- Meets Level of standards of teller over/short policy (No. 38).

- Privacy/Confidentiality: ensure member information is secure.
- Perform clerical tasks such as quality control and scanning.
- Perform other duties as assigned.