



JOB TITLE: Teller

DEPARTMENT: Operations

REPORTS TO: Branch Manager

SCHEDULE: Vary according to each branch, including evening hours and/or weekends.

OBJECTIVE:

Deliver extraordinary member service to both existing and potential new members. Educate both existing and potential members about the benefits of banking with the credit union. Effectively cross-sell and uncover sales opportunities that would benefit the members in achieving their financial goals.

RESPONSIBILITIES:

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate and efficient member transactions.
2. Process all member transactions, in person or by mail, including but not limited to deposits, withdrawals, transfers, loan payments, sale of money orders and/or credit union checks.
3. Answer all members' questions to the best of your ability, directing them to the appropriate personnel to receive prompt assistance.
4. Balance cash drawer at end of day and compare totaled amount to the computer-generated proof sheet. Research and report any discrepancies to the manager/supervisor as necessary.
5. Support the incoming call volume as necessary during high volume periods.
6. Effectively handles service complaints and escalates appropriately.
7. Ensure the teller area is properly stocked with supplies and forms. Maintains clean and safe work area.
8. Report malfunctions of teller terminals and other equipment used at the teller station.
9. May need to assist members wishing to access their safe deposit box. Ensure that proper procedures are followed before granting access to the box.
10. Must maintain strict confidentiality of private information. Keep secure all confidential information.
11. Actively markets and cross-sells current and new products and services of the credit union and educates members on the benefits and features of new, as well as existing services.
12. Required to participate in all credit union training programs. Follows policies and procedures daily to ensure compliance with current regulations.
13. Thoroughly understand each product/service and benefit that the credit union offers.
14. Stays current with the usage of technology demonstrating their usage in mobile banking to members while migrating them to alternative delivery channels when appropriate.
15. Perform duties at other branch locations when necessary.
16. Will be cross trained to assist in member services.
17. Performs basic clerical tasks assigned by manager, including but not limited to filing, scanning, photocopying, faxing.
18. May be required to participate in credit union committees, including but not limited to marketing, compliance, IT.

QUALIFICATIONS:

Education/Experience: A High School diploma or equivalent, with a good mathematical aptitude.

Other:

- Excellent attention to detail and organizational skills with the ability to perform accurately and in timely manner without constant supervision and frequent interruption.
- Strong public speaking skills.
- Must have conflict resolutions skills.
- Ability to multitask under pressure.
- Nature of position creates the possibility of temporary or permanent reassignments within branch office network.
- Must have technical aptitude.
- Ability to learn all aspects of the credit union.
- Proficient knowledge of Word processing, and spreadsheet applications.
- Being a team player that is considerate of other employees.
- Maintain a professional appearance and demeanor.
- Must demonstrate self-initiative skills.
- Bilingual: must be fluent in English and Ukrainian.

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must possess sufficient manual dexterity to skillfully operate standard office equipment including but not limited to a computer, scanner, adding machine, facsimile machine, photocopier, and telephone. A telephone device to enhance hearing will be provided if needed. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel, crouch or crawl; talk, hear or smell. The employee must occasionally lift and/or more up to 30 pounds.

Availability Requirements:

Must maintain regular and acceptable attendance and be available to work your normal scheduled hours per week or such hours per week as the credit union determines necessary to meet the members' needs.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees must be able to relate to other people beyond giving and receiving instructions: (a) can get along with co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking with others; and (c) respond appropriately to criticism from a supervisor. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.