



TELLER SUPERVISOR

PURPOSE:

This position is responsible for supervising and performing teller functions in accordance with policies and procedures established by the credit union. These responsibilities shall be performed through courteous, accurate, and timely transactions, to assure that the needs of the members are served and the objectives of the credit union are met.

FUNCTIONS:

1. Responsible for personal and staff member marketing of the credit union and knowledge of all services offered to a degree that will enable answering questions or referring members for specific services.
2. Responsible for assuring maximum coverage of the teller line for the convenience of our members through scheduling and performing teller duties.
3. Responsible for accurately maintaining change fund drawer, related checks and tickets and balancing of same on a daily basis.
4. Responsible for performing file maintenance on information received from members.
5. Responsible for the direct supervision of tellers, including operational training, performance evaluation, scheduling, and recommending hiring and discipline.
6. Responsible for holding regular meetings with staff to exchange information, receive feedback, and encourage team support. Conducts frequent, informal meetings with employees to discuss areas needing improvement, coaching, procedure changes, education and training. Coaches employees to deliver premium service.
7. Responsible for the administration and reporting of our security and risk management activities for the assigned office. This includes the safety of members and employees, the protection of all negotiable items, optimizing cash fund levels, protection against internal/external fraud and account abuse.
8. Assist the Community Office Manager in the maintenance of our facilities, equipment and supplies inventory, consistent with our desired image.
9. Responsible for knowledge of procedures and policies contained in all manuals pertinent to job duties.
10. Recommend policies and procedures to assist the credit union in meeting its goals and objectives.
11. Authorizes exceptions to normal policy or procedure when circumstances warrant and deviation supports good member relations and/or good business practices.
12. Responsible for providing the Community Office Manager with information and reports regarding the progress made and results achieved in all areas of responsibility.
13. Perform other duties as assigned.

RELATIONSHIPS AND CONTACTS:

Reports to: Community Office Manager

Contacts: Establishes and maintains relationships necessary to carry out the activities of this position. Plays a leading role in helping the credit union team function smoothly and effectively.

AUTHORITY:

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Community Office Manager so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent's authority by specific assignments to other personnel.

PREREQUISITES FOR THIS POSITION:

1. **Minimum Education:** A basic level of education (related vocational or partial secondary) required to perform the assigned duties competently. Technical skills must include prior training or performance on a keyboard and 10-key adding machine at a level that will require no retraining. Prior training in human relation skills is highly desirable.
2. **Minimum Experience:** Two (2) years financial institution experience with demonstrated competence in all aspects of the teller position. MVFCU experience with demonstrated competence may be considered in lieu of financial institution experience. One year of supervisory experience.
3. **Personal Characteristics and Skills:** Must be of the highest integrity, in good health and with personal habits above reproach. A positive attitude and teamwork mentality is essential. Knowledge of financial services is important but equally important is the desire and skill to identify and meet our member's needs. Must practice confidentiality and be able to work well under pressure. Must be self-motivated, efficient, accurate, and organized. Must be a mature person with sound judgment. Must have the ability to meet and work effectively with people of varying levels of education and experience and be able to communicate, both written and orally, with same. Must be able to take direction and be willing to seek counsel of supervisor as necessary. Technical skills must include prior training or performance of operating a calculator and a computer terminal. Must type a minimum of 35 wpm.
4. **Working Conditions:** Continuous alertness, precision, and concentration to ensure accuracy and thoroughness of documents and transactions. Continuous alertness of surroundings for security purposes. Frequent performing basic numeric calculations, as well as writing, reading, comparing, and analyzing. Frequent use of judgment, reasoning, patience, and negotiating in solving members' problems. Continuous use of initiative, ingenuity, and creativity in identifying member needs, solving member problems and in actively cross-selling credit union services and products. Frequent supervision and instructing others. Continuous memory demands in recalling credit union policies and services, and state and federal regulations. Frequent interruptions. Exposed to potentially hazardous conditions, i.e., robbery. Occasional travel is required. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when providing member services or performing other duties related to the position. Occasional lifting up to 50 pounds. Occasional bending, squatting or kneeling to reach supplies on ground level. Occasional reaching above shoulder level to reach supplies overhead. Continuous use of hands in repetitive tasks such as simple grasping, twisting/turning of wrist; finger dexterity to perform various accounting duties such as using a ten-key calculator, typing, and entering data into the computer system. Continuous speaking and hearing for interactions with members and coworkers. Continuous clarity of vision of 20 inches or less for normal processing of member transactions. Continuous clarity of vision of 20 feet or more for security purposes.