



Job Title	TELLER - Entry
Reports To	Teller Supervisor

PURPOSE

To provide personal member services through teller related functions in accordance with the policies, procedures, and core values established by the Credit Union. These responsibilities shall be performed through courteous and accurate transactions to assure that the needs of the members are served and the objectives of the Credit Union are met.

FUNCTIONS

- Responsible for member marketing of the Credit Union and a knowledge of all services offered to a degree that will enable answering questions, or referring members for specific services.
- Responsible for processing all teller transactions related to member accounts.
- Responsible for accurately maintaining change fund drawer, related checks and tickets, and balancing of same on a daily basis.
- Responsible for verifying check totals against daily work and balancing checks within V-Soft.
- Responsible for knowledge of procedures, policies, and regulations contained in all manuals pertinent to job duties.
- Performs other duties as assigned.

CONTACTS

Establishes and maintains relationships necessary to carry out the activities of this position. Plays an active 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 Teller Supervisor 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 THE POSITION

- **Minimum Education:** High school graduate or equivalent.
- **Minimum Experience:** One year cashiering experience and public contact highly desirable. Basic math and organizational skills required.

- **Technical Skills:** Prior training or performance of operating a calculator, keyboard, and computer terminal at a level that will require no retraining.
- **Personal Characteristics:** 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 with same. Must be able to take direction and be willing to seek counsel of supervisor as necessary.
- **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 and reading. Continuous use of initiative, ingenuity, and creativity in identifying member needs, solving member problems and in actively cross-selling credit union services and products. Continuous memory demands in recalling credit union policies and services. 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.

Employee Signature

Date

Supervisor Signature

Date