



Job Description

Position Title:	Teller 1
Supervises:	N/A
Review Date	March 2023
Job status:	Non-exempt
Reports to:	Teller Supervisor

General Responsibilities

Responsible for providing a variety of paying and receiving functions, including processing deposits, withdrawals, loan payments, money orders, teller's checks, and cash advances for BCU members. Services credit union products such as safe deposit boxes, travel cards, gift cards, debit cards, credit cards and e-services. Cross-sells loan and checking products to meet monthly referral goals. Provides information about all share account types and share draft accounts. Balances each day's transactions and verifies cash totals. Performs specific tasks as assigned, including various clerical functions and assists other tellers with duties as required. Serves members promptly and professionally.

Essential Duties and Responsibilities

- Represents the credit union in a courteous and professional manner.
- Maintains privacy of member transactions.
- Processes cash advances, travel and gift cards, teller's checks and money orders.
- Disburses cash/check share withdrawals.
- Opens/closes computer terminal daily.
- Accounts for assigned cash and all transactions and balances the terminal.
- Completes end of day balancing and documents any variances or excess cash on appropriate logs.
- Investigates out of balance conditions.
- Receives and directs members and telephone calls.
- Performs remote deposit of checks.
- Conducts transactions in accordance with Anti-money laundering/Bank Secrecy Act/Patriot Act requirements.
- Promotes and explains other credit union services such as consumer and mortgage loans, share accounts, share draft accounts, credit cards, check cards, travel and gift cards, safe deposit boxes and e-services.

- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that all information and transactions regarding credit union members are kept confidential.
- Demonstrates compliance with all State and Federal credit union regulations, including the Bank Secrecy Act.
- Conducts one's self and dresses in a manner that will enhance the credit union's image instill confidence and trust by the membership and public.
- Shall be a member of this Credit Union and will be a member in good standing. Delinquency of any amount owing this credit union could be cause for immediate dismissal.
- Strives to be involved in community activities.
- Maintains and projects credit union quality image.

- Performs other miscellaneous functions relating to the member services department.

Competencies and Skills

- Detail and results orientation.
- Communication and interpersonal relations, team player.
- Maturity, confidentiality, and adaptability.
- Positive Member/Customer impact.
- High attention to detail, accuracy and thoroughness.
- Excellent verbal and written communication skills.
- Assumes responsibility for personal development through training, collaboration and teamwork.
- Proficient computer skills

Qualifications

- High School diploma required.
- Basic understanding of credit union operations
- Prior cash handling experience needed, but not required
- Proven superior customer/member service skills.

Supervisory Responsibility

None required.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and phones.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job; the employee is regularly required to walk, sit, balance, stoop, stand; use hands and arms to handle, reach, and feel objects; and talk or hear.
- The employee must occasionally lift, carry and/or move up to thirty pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Finger dexterity for operating computer, printer, fax, keyboard, calculator, telephone and other equipment used.
- Ability to sit or stand for extended periods of time.

Expected Hours of Work

Must be able to work Monday through Saturday. Longer hours or evenings may be necessary.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT FOR EMPLOYMENT.

I acknowledge by signing below, I have read and understand duties, responsibilities, and expectations of my position.

Employee's Signature

Date

Supervisor's Signature

Date