



Teller

Position Title: Teller	Prepared By: Wendy Rachel	Date: 06/22/2020
Department: Operations	Approved By: Debra Collins	
Supervisor: Teller Supervisor		

JOB SUMMARY:

Performs routine member transactions, including deposits, withdrawals, cash advances, loan payments, transfers and check cashing.

PRIMARY RESPONSIBILITIES:

Tellers are charged with providing exemplary member service all day every day.

The Thrilling Thirty behaviors listed in the Employee Handbook are to be executed to the fullest daily to ensure our members receiving the Total Member Experience at every member/potential member and teller encounter.

1. Perform routine member transactions, including but not limited to deposits, withdrawals, cash advances, loan payments, transfers and check cashing.
2. Verify and process, under dual control, night drop, mail, and ATM deposits and transactions.
3. Sell credit union checks, cashier's checks, travelers check and money orders.
4. Provide members with the forms necessary to transact business at the credit union.
5. Examine checks for endorsements and negotiability.
6. Provide members with proper receipts for transactions.
7. Cross-sell all credit union products and services.
8. Respond to members' requests, problems and complaints, and/or direct them to the proper person for specific information and assistance.
9. Receive and route member account information to proper department(s).
10. Assist members in opening new accounts, when possible.
11. Scan member correspondence
12. Provide routine information on credit union services or policies, including eligibility for membership, types of credit union accounts, loan interest rates, current savings/certificate rates, office hours and telephone numbers.
13. Provide members with account status, including current balances and loan pay-off amounts.
14. Assist other staff with balancing, filing, opening/closing, vault, ATM/Night Drop, to ensure smooth, timely operations and member service.
15. Assist members waiting for member service as needed.
16. Assist in any area as directed Management.

JOB REQUIREMENTS:

Education and Experience:

- High School graduate, association degree preferred
- Previous teller/cash handling experience desirable.

Certification and Licensure:

Knowledge and Skills:

- 10-key calculator and light typing skills
- Good interpersonal skills
- Fast and efficient work habits
- Mature judgment
- Willing to learn new tasks and accept changes and new responsibilities.



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Physical and other job Requirements:

- Flexible hours and some Saturdays
- Light lifting
- Georgia License required
- Vehicle required