



Teller Supervisor

Position Title: Teller Supervisor	Prepared By: W. Rachel	Date: 03/10/2021
Department: Operations	Approved By: D. Collins	
Supervisor: Service Leader/Retail Branch Administrator	Salary Range: TBD	

JOB SUMMARY:

Responsible for the supervision of the teller area. May perform all teller functions on a limited basis. Solve escalated member problems and/or help with complex member questions or work-related matters. Guide and advise tellers in the efficient handling of member needs and accurate transactional processes. Responsible for all vault cash and branch security. The Teller Supervisor will embrace and promote the Credit Union of Atlanta's culture to making sure that our members receive the "Total Member Experience" at all times. Supports, encourage and embrace the Credit Unions "Thrilling 30" Culture. Be proficient and knowledgeable of all of our products and services. Live out and be passionate for the credit union's vision, mission, goals and objectives.

PRIMARY RESPONSIBILITIES:

1. Supervise the activities of the teller operations area by preparing staff schedule, assigning work, answering questions, solving problems, helping with complex transactions and sensitive member relations problems. Explains policies and procedures to members as a communication tool.
2. Ensure that staff is trained and cross-trained in all phases of their particular jobs to ensure the delivery of quality service to members, accuracy in processing transaction and they are adhering to all policies, procedures and processes.
3. Evaluate the job performance of subordinates to ensure quality member service and accurate transactions.
4. Develop, apply, and evaluate policies and procedures for the department.
5. Manage and recommend the purchase of equipment and supplies.
6. Maintain an adequate supply of monetary and other instruments, including but not limited to cashier's checks and event tickets.
7. Responsible for balancing, supplying ATM at Metropolitan and responding when ATM is out of service to ensure minimal down-time.
8. Maintain comprehensive, up-to-date knowledge of all State and Federal regulations that are applicable to the transactions performed in the cashier/teller area. Knowledgeable of all credit union policies and processes within the teller area. This includes but not limited to BSA/AML compliance training and understanding employee's role in maintaining an effective BSA/AML compliance program.
9. Develop and maintain transaction and teller function related matrix and reporting.
10. Ensure that safety and security policies are up to date and training provided on safety and security procedures.
11. Coach and mentor staff for further development, to enhance knowledge and to excel in quality member service and productivity.
12. Conduct daily team huddles, monthly staff meetings and monthly One on One's with each teller.



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13. Serve as vault teller for the credit union, which includes ordering the cash and currency from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining full vault security, and balancing vault cash nightly.
14. Approve member exceptions and authorize service fee refunds to members when deemed necessary.
15. Oversee proper availability of daily cash.
16. Investigate teller losses and institute corrective flow of work and/or corrective disciplinary action where required.
17. Analyze the work flow on an on-going basis to determine staffing requirements. Oversee work schedules for full-time and part-time employees in the teller area to ensure proper service to members.
18. Complete and submit teller staff performance evaluations.
19. Other duties as assigned or as directed by the Service Leader and/or Retail Branch Administrator.



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JOB REQUIREMENTS:

Education and Experience:

- High School Graduate; minimum two years college education and two years of supervisory experience required, preferably in a similar role.

Certification and Licensure:

None

Knowledge and Skills:

- Dedicated and willing to give 100%, to get the job done
- Good interpersonal skills
- Competent with personal computers (Microsoft Office products to include Excel)
- Organization and problem-solving skills
- Time Management skills, and the ability to meet deadlines
- Excellent written and oral communication skills

Physical and other job Requirements:

- Flexible hours
- Light lifting
- Georgia License required
- Vehicle required

Please forward resumes to:

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