

Job Title	Head Teller (Snellville)
Short Description	<p>Delta Community is one of the largest and fastest growing credit unions in Georgia. Our rapid growth has created additional career opportunities within the organization. We are looking for energetic, flexible, and service oriented individuals for the following position.</p> <p>The Head Teller is responsible for managing the vault duties and supervising the teller line. They are responsible for all vault operation duties. They will coordinate and supervise all aspects of teller processes within the branch ensuring the daily activities of the tellers are performed in a timely and accurate manner. They exhibit strong member service skills including the ability to resolve conflicts. They will uncover members needs and makes appropriate referrals. They will ensure that all Tellers are aware of, and participating in, achievement of service and sales goals. The Head Teller is responsible for the coaching and development of Tellers, and overall operations of the Teller line.</p> <p>Practices safety conscious behaviors in all operational processes and procedures.</p>

Full Description	<p>Essential Functions:</p> <ul style="list-style-type: none"> • Ensure that Delta Community Credit Union maintains a good image through good customer relations by handling account entries with a high level of accuracy • Provide superior service to members and guest members. • Must have strong organizational and time management skills. • Must be detailed oriented. • Possess strong interpersonal and communication skills. • Cash Forecasting/Just-In-Time deliveries. • Cash Shipments/Cash Receiving and recordings. • Order and balance negotiable instruments. • Responsible for overrides and check approvals when necessary. • Order and balance card stock. • Electronically Scan checks to Federal Reserve Bank for collection (Check 21). • Research posting errors. • Perform and enforce dual control functions. • Perform audits according to Delta Community's policies & guidelines. • Daily ATM and Night depository balancing. • Process teller duties, deposits, withdrawals, payments and balancing. • Process Shared Branching Transactions. • Manage and follow forecast budget for ordering branch supplies • Operates Cash Dispense Machines and Cash Recycling Machines. • Create a connection and develop rapport with members' to uncover products and solutions that benefit them. • Educate members on emerging bank technology and digital solutions such as mobile, online, Zelle and ATM to make their banking experience easier. • Responsible for coaching and developing tellers to identify member needs.
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- Identify member needs by recommending products and services.
- Must have the ability to uncover referral opportunities and provide strong leadership skills.
- Must have the ability to resolve member/customer service issues and escalate when necessary.
- Backup to the Hybrid Member Service Agent.
- Streamlines scheduling for operational business needs.

Other

- This description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.
- This job description is subject to change at any time.

Required Minimum Qualifications:

- High School diploma or equivalent.
- 3+ years' teller and/or cash handling experience.
- 2+ years' experience in credit union or financial services industry.
- 2+ years' customer service and/or sales experience.
- Ability to perform mathematical calculations and work accurately with numbers.
- Strong leadership, problem solving, technical, analytical, mathematical, organization, decision making and administrative skills.
- Be capable of handling multiple tasks simultaneously.
- Possess good written and oral communication skills.
- Proficiency in Microsoft Word, Excel and MS Outlook
- Sit/stand approximately 8 hours a day.
- Must be willing to work on weekends, extended hours during the week, attend meetings and training after normal hours of branch operations.
- Must be able to lift/carry push up to 50 pounds.
- Must be flexible in relieving multiple branch offices in the Atlanta area.
- Successful candidate should possess the following competencies: Creativity and Innovation, Decision Making, Interactive Communications, Relationship Building, Results Management.
- Complies with all Credit Union policies and procedures including those related to Bank Secrecy Act regulations.

Preferred Qualifications:

- Bachelor's Degree in Business or related field.
- 2+ years' branch operations knowledge with Teller experience.
- 1+ years with operations management/supervisory experience.

Education	High School diploma or equivalent
Additional Comments	Please apply via the link below: https://deltacommunitycu.csod.com/ux/ats/careersite/15/home/requisition/2502?c=deltacommunitycu
Credit Union	Delta Community Credit Union
State	Georgia
Contact Name	Emily Browning
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Expiration Date 10/07/2022