

EXCEL FEDERAL CREDIT UNION

POSITION DESCRIPTION

POSITION: Teller / Member Service Representative

SCOPE: This position is primarily responsible for receiving and paying out money and performing day-to-day transactions of members involving receipt and payment of cash and checks as well as providing customer service support to the members and the organization.

AUTHORITY: Reports to the Executive Director of Operations

DUTIES AND RESPONSIBILITIES:

- Provides prompt, efficient, professional and courteous service to members.
- Provides comprehensive, prompt, accurate and efficient member transactions.
- Receives cash and/or checks for deposit and loan payments, verifies amount(s) and examines checks for proper endorsements.
- Follows procedures for cashing checks as provided in policy manuals, including identifying payees, verifying signatures, checking dates and endorsements and verifying check and written amounts.
- Places holds on accounts for uncollected funds.
- Ensures only minimum amount of cash, as necessary for operations, is kept in cash drawer.
- Records member transactions to the teller platform accurately and efficiently.
- Explains, promotes and sells credit union products and services to members and businesses.
- Balances cash and checks in cash drawer along with transactions and prepares teller reports daily.
- Prepares over/short reports when necessary.
- Provides information to members; offers and sells the financial products and services to prospective and current members.
- Handles member inquiries or concerns in a courteous tactful and efficient manner.
- Opens and closes various accounts, i.e., savings, checking, money market, etc.

- Assists with file maintenance postings on accounts.
- Answers all mail, email and telephone inquiries.
- Research accounts for deposit, withdrawal and loan payment discrepancies.
- Performs backup duties for other operational positions as required.
- Performs other duties as assigned and may assist other branch personnel when needed.

PERSONAL REQUIREMENTS:

- Previous cash handling and/or teller experience with proficiency in counting currency or similar duties.
- Knowledge of negotiable instruments presented for deposit or cash.
- Ability to deal effectively with members; excellent verbal and written skills.

To Apply: Please send resume to info@excelfcu.org