

Job Title	Teller 1
Short Description	<p>Purpose</p> <p>Perform a wide range of transactional duties to serve members with high accuracy. Maintain accurate transactional records providing basic cash receipt and payment services in accordance with credit union policies and procedures. Provide excellent service to our members at all times.</p>
Full Description	<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Greet and welcome members to the credit union in a courteous, professional, and timely manner, providing prompt, accurate, and efficient member transactions. • Must adhere to GHFCU Sales and Service Standards. • Receive share drafts/checks and cash for deposits to accounts, verify amounts, examine share drafts/checks for proper endorsement, and accurately enter deposits into core system. • Place holds on accounts per policy and procedures. Read all account notes and alerts and follow by accordingly. Ask for assistance from senior staff if unsure how to proceed. • Cash share drafts/checks and process withdrawals; pay out money after verification of identification, account ownership and account balances. • Process cash advances and money orders following all operational procedures. • Process mortgage, consumer loan, and other payments according to operational procedures. Ensure accuracy when posting payments. • Process mail or back office transactions when assigned. • Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. • Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules, and regulations for the teller area, including robbery procedures. • Promote, explain, and cross-sell all credit union products and services as well as consumer and mortgage loans. • Meet or exceed monthly teller referral goals by cross-selling additional products and services to our members and must support Branch Managers cross-selling requests. • Follow all dual control procedures per policy at all times. • Verify cash/coin when received/sold from/to the branch vault according to procedures. • Balance checks and cash drawer at the end of the shift. Compare Teller Capture totals to Core system check totals to ensure accuracy. Research and resolve discrepancies. Report all unresolved discrepancies to Branch Manager before posting any outages. • Ensure that the teller station is neat and tidy and properly stocked with forms, supplies, brochures, etc.

- Report malfunctions of teller terminals and other equipment used at the teller station to Branch Manager.
- Be available to work according to your assigned branch schedule. Future Saturday hours or extended hours may be added.
- The ability to travel and work at another branch office if needed.
- Dress professionally at all times.
- Other duties as assigned.

Qualifications

- High school diploma or equivalent
- Minimum Teller experience of one (1) year in a financial institution or retail sales environment that involves cash handling, customer service and sales.

Skills

- Attention to detail and basic math and numeric sequencing aptitude
- Good judgement in order to evaluate identities, accounts, checks, and currency
- Interpersonal skills and provide exceptional member experience with all member interactions
- Ability to communicate with members and others at all levels of the Credit Union, in both written and verbal formats
- Working knowledge of Microsoft Word and Excel software applications

Education	Qualifications • High school diploma or equivalent and at least one year teller experience
Additional Comments	
Credit Union	Georgia Heritage Federal Credit Union
State	Georgia
Contact Name	Jenna Hagin
Email	jhagin@gaheritagefcu.org
Phone	912-629-4304
Fax	
Expiration Date	05/31/2023