

Tallahassee-Leon Federal Credit Union Member Relationship Specialist I

Job Description:

A Teller's primary responsibilities are to accurately and promptly assist members with their financial transactions involving paying and receiving cash and other negotiable instruments. A teller serves as a primary face-to-face contact to our membership. Communication to members must come across as caring, respectful, helpful and mindful of the member's needs. A thorough knowledge of credit union products, services, and processes combined with a "can-do" attitude will insure a positive member experience.

Responsibilities:

- Provides prompt, accurate, professional, and friendly service to our members.
- Receives checks and cash for deposit, verifies amount, and examines checks for endorsements.
- Cashes checks and pays out money after verification of signatures and customer balances.
- Enters customers' transactions into computer to record transactions, and issues computer generated receipts.
- Places appropriate holds on accounts to prevent potential losses to the credit union.
- Orders daily supply of cash, and counts incoming cash.
- Balances currency, coin, and checks in cash drawer at end of shift and compares totaled amounts with computer data.
- Removes deposits and transactions from the night depository and ATM's.
- Handles sale of money orders, cashier's checks, & travelers checks.
- Notifies supervisor of any breaches in security or teller procedures.
- Answers member questions. Investigates and corrects errors including maintenance on the data processing system.
- Consults with members offering credit union products. Strives to increase the credit union's penetration of products and services per member.
- Answers incoming member phone calls in a prompt, professional and friendly manner.
- Cancels bill payer services per member request.
- Performs maintenance on member accounts and closes accounts. Changes address and files forms appropriately.
- Employee's responsibilities regarding BSA — OFAC — AML — CTR laws, rules, and regulations:
- Attain and maintain acceptable level of knowledge of laws, rules and regulations including all updates and changes.
- Complete and accurately submit all necessary forms required by the laws, rules and regulations.
- Complete all steps required in laws, rules, and regulations.
- Offers assistance to other areas of the credit union during peak or short-handed times.
- Cross-trains on other credit union duties and cross-trains others on Teller functions.
- Follows established credit union policies and procedures.
- Performs other related duties as assigned.

Employment Status: Full-time

Salary Range: \$9-13 per hour

Employment Type: Non-Exempt

Knowledge and Skills:

- Possesses a complete knowledge of all credit union products/services.
- Understands all transaction processing procedures.
- Develops an understanding of credit union history and the credit union philosophy.
- Remains knowledgeable about laws and regulations involving the processing and exchange of funds.
- Demonstrates basic written and verbal communication skills.
- Presents a can-do attitude and behaves like a team player.
- Outgoing, persuasive, success-oriented personality.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED); and one year related experience and/or training; one year of higher education courses can be substituted for experience requirement.

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Other Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of members or employees of the credit union.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. To perform this job successfully, an individual should have knowledge of computers and various software including, Microsoft Office (Word, Excel, Outlook) and Internet applications. The individual must have a willingness and demonstrate the ability to learn the credit union's data processing system.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

To apply for this position, please email résumé to kaymeyer@tfcu.org