

JOB TITLE: Teller Service Representative

GRADE: 4

DEPARTMENT: Teller Area

REPORTS TO: Branch Manager

POSITION TYPE: Part Time

LOCATION: Location's Vary

HOURS: Part-Time Hours Vary

UPDATED: January 17, 2018

GENERAL PURPOSE: The primary purpose of this position is to assist United Financial Credit Union in delivering our mission, vision, and core values. The mission of innovative, friendly, and quality service, United Financial Credit Union will provide long-term financial stability to our credit union, our members, and their families. Employees should strive to help our credit union achieve the strategic goals set by the Board of Directors.

PURPOSE: Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures. Answer telephones, process mail, and perform various administrative and clerical duties as assigned.

QUALIFICATIONS: Clear and concise communication skills. Skill in handling money and aptitude for detail work. Ability to relate to members effectively. Typing skills and computer literacy desirable with emphasis on accuracy. Previous related experience and high school diploma or related degree is desired.

DUTIES & RESPONSIBILITIES:

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions.
2. Receive share drafts/checks and cash for deposit to accounts, verify amounts, examine share drafts/checks for proper endorsement, and enter deposits into computer records.
3. Cash share drafts/checks and process withdrawals; pay out money after verification of signatures and member balances.
4. Put calls on hold and coordinate follow through so caller is handled as promptly as possible and/or put into voice mail or take message at caller's request.
5. Assist with mail or email transactions, when available. Process and distribute all mail and deliveries.
6. 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.
7. Promote, explain, and cross-sell other credit union services such as consumer and mortgage loans, IRAs, certificates, safe deposit boxes, debit and credit cards, on-line banking, traveler's checks, and money orders etc.
8. Receive mortgage, consumer loan, and other payments, and ensure the payments match balances due. Enter payments into computer. Generate member receipts.
9. Place hold on accounts for uncollected funds.
10. Count, check, and package coins and currency.

11. Balance cash drawer at the end of the shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the supervisor as necessary.
12. Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
13. Report malfunctions of teller terminals and other equipment used at the teller station.
14. Check night depository bags and record proper information according to credit union procedures.
15. Ensure that all credit union member and employee related business is kept in strictest confidence
16. Treat all credit union members and employees with a positive and cooperative attitude.
17. Employees are expected to adhere to all policies, procedures and service standards of the credit union. Policies and procedures are available on the company directory or by asking their supervisor. Service Standards are posted at each branch. It is the employee's responsibility to ask questions about policies, procedures and service standards set forth.
18. Perform other related duties as assigned.

PHYSICAL DEMANDS:

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.

- Normal office environment where there is little discomfort or exposure to hazards due to temperature, dust, noise etc.
- While performing the duties of this job, the employee is regularly required to walk; use hands and fingers, reach with hands and arms.
- The employee consistently is required to stand and sit, view computer screen, talk and hear, and lift/move up to 25 pounds.
- Ability to work overtime, attend meetings, seminars and travel.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by the personnel so classified.