

**JOB TITLE:** Video Teller

**LEVEL:** 4

**DEPARTMENT:** ITM Contact Center

**REPORTS TO:** Contact Center Supervisor

**POSITION TYPE:** Part Time

**LOCATION:** Weiss Building

**HOURS:** Hours vary M-F 7am-7pm &  
rotational Saturday hours

**UPDATED:** November 7, 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.

**POSITION 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.

**QUALIFICATIONS:** Clear and concise communication skills Ability to relate to members effectively. Typing skill and computer literacy desirable with emphasis on accuracy. Comfortable on camera, keeping eye contact while maintaining a friendly and professional appearance. Ability to operate multiple monitors and software systems. Ability to work in a fast paced environment, while maintaining accuracy. Ability to multitask. Available to work flexible hours. Previous related experience and high school diploma or related degree is desired.

**DUTIES & RESPONSIBILITIES:**

1. Greet and welcome each members to the credit union on screen in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions.
2. Accurately process transactions of all types (deposits, withdrawals, payments, transfers, check cashing, balance inquires, and more.) In both New Solutions and Teller Now.
3. Maintain control and balancing.
4. Provide routine information concerning credit union and insurance services and maintain members' accounts in accordance with credit union policy.
5. Recognize and act upon referral opportunities to achieve personal sales goals.
6. Promote and cross-sell any Credit Union services may offer.
7. Place hold on account for uncollected funds..
8. Balance 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.
9. 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.

10. Perform other 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.*