



Role

Teller

Reports To

Teller Supervisor

Role Description

The Teller position is tasked with providing exceptional member service to Credit Union members and for working as a team with branch and back office personnel to meet the needs of our members. This individual provides service to members by conducting accurate transactions; referring products and services that will meet members' needs and enhance their financial position; and for assisting branch supervisors with additional duties and processes.

Responsibilities

- Provides excellent member service that enhances the financial well-being of each member in an environment of helpfulness and trust.
- With guidance and direction, promotes cross sells and explains Christian Financial Credit Union (CFCU) products and services such as savings accounts and certificates; checking accounts; credit and debit cards; secured and unsecured and new and used vehicle loan programs; direct deposit and payment; online banking; money orders and cashier checks.
- Responsible for accurate, prompt, friendly, and efficient member transactions.
- Performs routine cash and payment actions in accordance with established procedures.
- Receives checks and cash for deposit to savings, loan, and draft accounts, verifies deposit amounts, examines checks for endorsement and negotiability, and enters transactions via an on-line terminal.
- Places hold on accounts as required.
- Processes member withdrawals and accurately disburses funds.
- Accountable for assigned cash drawer and other instruments of value.
- Balances each day's transactions and verifies cash and check totals.
- Ensures the teller station is properly stocked with forms and supplies.
- Reports malfunctions of teller terminal and other equipment used.
- Counts, checks, and rolls coin and straps currency in teller drawer.
- Performs daily processing and balancing of checks in Alloya.
- Assists Member Solution Center as requested.
- Performs related duties as assigned.

Qualifications

- High School graduate
- Cash handling and sales experience preferred

Expected Skills and Abilities

- Ability to interface courteously and effectively with members and other employees.
- Ability to multitask while remaining organized and accurate.
- Ability to identify and cross sell CFCU products and services to members.
- Basic knowledge of CFCU products and services.
- Basic knowledge of teller debit and credit transaction concepts.
- Ability to reason and apply basic mathematical practices.
- Ability to operate teller station terminal, photocopier, check imager, and other related equipment.
- High level of confidentiality required.
- Average motor skill, finger dexterity, and verbal and numerical aptitude required.

Required CPD Courses

(Due within 90 days of Hire)

- The Credit Union Difference (Course & Exam)
- Introduction to Security (Course & Exam)
- Money and Negotiable Instruments (Course & Exam)
- Supporting Your Credit Unions Professional Image (Course & Exam)
- Know Your Members (Course & Exam)
- Know Your Offerings (Course & Exam)
- Introduction to Sales (Course & Exam)

This is a general job description and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, use a keyboard, talk and hear. The employee is also required to drive, walk, reach with hands and arms; and stoop or kneel. The employee must be able to lift and or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

CFCU is an equal opportunity employer, all hiring decisions are based on merit. CFCU will not tolerate discrimination against any employee in any aspect of employment based upon the employee's religion, race, color, national origin, age, sex, height, weight, sexual preference, marital status, pregnancy, disability, genetic information, or any other category protected under federal, state, or local law.

CFCU is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job.