



JOB DESCRIPTION

POSITION TITLE: Head Teller

FLSA STATUS: Hourly, Non-exempt

SALARY GRADE: 7

DEPARTMENT: Branch Operations

APPROVED BY: Tina Brostek, HR Director

REVISION DATE: Apr 2011, May 2012

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Branch Manager and/or Assistant Branch Manager

POSITIONS SUPERVISED: None

GENERAL SUMMARY OF POSITION PURPOSE

In addition to Teller duties, assists tellers in the efficient handling of member needs. Reviews and checks the work of other Tellers and assists in the resolution of other Teller problems. Balances each day's transactions and verifies cash totals. Performs a broad variety of member services functions such as assisting members with bookkeeping and checking account problems. Answers members' questions regarding Credit Union services and provided and performs a variety of account maintenance duties. Actively cross sells Credit Union products and services. Serves members promptly and professionally.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Trains new employees in teller navigator, check scanner, and teller taps. Trains new employees in proper procedures and handles difficult operational questions from lower level Tellers.

Handles and adjusts complex member complaints, transactions and errors.

Provides working leadership and guidance to Tellers through assignment of work, scheduling, coordinating, providing technical guidance and checking results and review of assignment progress

Assumes responsibility for the efficient, effective and accurate performance of teller functions

Represents the Credit Union in a courteous and professional manner

Performs routine member transactions including deposits, withdrawals, cash advances, loan payments, transfers and check cashing, coin machine transactions, movie tickets, amusement park tickets, reloadable travel cards, and Visa gift cards

Provide members with the forms necessary to transact business with the Credit Union

Provide members with the proper receipts

Maintain adequate supply of traveler's checks, official checks, money orders, movie tickets, amusement park tickets, Visa gift cards, and reloadable Visa cards and sell them as required

Verifies transactions, Monitors deposit amounts and examines documents for endorsement and negotiability. Detects and resolves discrepancies promptly

Balances daily transactions and verifies cash totals. Investigates and resolves out-of-balance conditions

Represents/explains Credit Union services and products to members. Assists in meeting their financial needs and orders checks for members' accounts.

Travel to other branches when needed

Assumes responsibility of cross-selling of all Credit Union products

Ensures maintenance of office equipment including coin machine, copier, ACE Scanner, official check printer, and money order machine

Processes pending files each day

Answers questions and solves problems for members by listening to problems, collecting data, securing answers and reporting results to the inquiring party. Resolves member bookkeeping and checking account problems. Takes stop payment offers.

Receives and directs members and telephone calls. Responds to inquiries and questions if possible or directs them as necessary.

Performs file maintenance and account changes as needed

Keeps members informed of Credit Union services and policies, including types of available accounts, interest and dividend rates, payroll deduction options and other related services

Maintains and projects the Credit Union's professional reputation.

Maintains privacy of member account information.

Keeps supervisor informed of area activities and of any significant problems or concerns

Completes required reports and records accurately and promptly along with daily reports/monthly audits

Attends meetings as required

Ensures that work area is clean, secure and well maintained

Follow safety and security rules and regulations

Participate in continuing education as approved/recommended by Supervisor

Maintain a professional and courteous attitude with all people including fellow employees, members, management, board members and outside vendors

Assist in the evaluation of the job performance of subordinates to ensure quality of work and service to members

Cross-train assigned personnel in all products and services offered at the Credit Union to ensure quality service to members

Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the cashier/teller area

Purify cash and prepare for scheduled cash replacement

Verify incoming cash from the Federal Reserve and ship coin out as needed

Assess the service effectiveness on an ongoing basis and develop strategies to generate feedback and new ideas to aid in increasing service effectiveness

Serve as the vault teller, which includes ordering cash from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining full vault security and balancing vault cash nightly

Open and close Credit Union Branch/Office at posted times

Protect and respect Credit Union equipment and supplies

Adhere to facility dress code

Maintain key log and update periodically and monitor in and out of keys

Maintain order of all supplies

Coordinates branch fundraisers

Completely fill out CTR's and SARS when needed

Adhere to and uphold all written policies and procedures of the credit union, including BSA/CIP and OFAC monitoring and reporting, security operation and personnel policies.

REQUIRED KNOWLEDGE

Knowledge of Teller and Member Service operations and procedures

Basic understanding and knowledge of Credit Union operations, principals and practices

Knowledge of web-based technology

Knowledge of the fundamentals of banking principals and practices

Knowledge of and compliance with all necessary regulations including, but not limited to, BSA, CIP, US Patriot Act, Fact Act, etc.

Knowledge of the principles and practices of financial institution savings programs

Knowledge of banking procedures as they relate to money management and money movement

Knowledge of Credit Union products

EXPERIENCE REQUIRED

Experience in a financial service institution

Prior supervisory/leadership experience

SKILLS AND ABILITIES

Excellent communication skills

Professional appearance, dress and attitude

Good math skills

Ability to operate related computer applications and other business equipment including adding machine, copy machine, telephone, computer, ACE check imaging, coin machine, and cash counter

Good typing skills

Strong analytical and problem solving skills

Ability to travel to any of the branch locations at anytime for any reason on a temporary or permanent basis

EDUCATION/CERTIFICATION

High school graduate or equivalent

LANGUAGE SKILLS

Must be able to speak, read and write English

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

The physical demands described herein 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.

Must frequently convey detailed or important information, ideas or instructions accurately and promptly

Must be able to hear normal conversations and receive ordinary information

Dexterity - must be able to make small movements such as typing and picking up small objects

Sedentary work, standing and/or sitting most of the time. Lifts up to 50lbs.(full coin bags) occasionally

WORK ENVIRONMENT

Typical office environment.