DOVER FEDERAL CREDIT UNION
POSITION DESCRIPTION

TITLE:	Assistant Head Teller	**CLASSIFICATION:**	Non-exempt
DEPARTMENT:	Teller Operations	**REPORTS TO:**	Head Teller
DATE REVISED:	January 2013	**SUPERVISES:**	N/A

General Summary

The primary function of this position is to assist Dover Federal Credit Union living out ***The Dover Federal Way.*** One of the primary means to achieve this end is to develop a highly effective team of employees and develop each employee to their highest potential through coaching and leadership. Responsible for ensuring that outstanding service is delivered to both internal and external members. A key component of this service is to identify the financial needs of the member and recommend an appropriate credit union solution. In addition, provide a variety of member transactions, including savings, share draft/checking, cash receipts, payment services, and credit account transactions, as well as member services such as sales of money orders and traveler's checks.

Essential Functions

1. Ensure team delivers service, to both internal and external members, in alignment with the credit union's Service Promises.
   - We promise to make it easy to do business with us
   - We promise to treat you with respect
   - We promise to identify and take ownership of your needs
   - We promise to make a positive difference in your financial life
   - We promise to thank you for being a member
2. Develop each employee to their highest potential by identifying their areas for improvement and appropriately coaching or training.
3. Recognize employees who perform at a high level.
4. Ensure that the branch meets sales and service goals as established by the Credit Union.
5. Demonstrate enthusiastic support of corporate mission, core values and long term objectives.
6. Performs job duties within our bylaws, regulations, Board of Directors policies, established internal and external service standards and our work procedures.
7. Assign, direct, coordinate and review work performed by staff.
8. Maintains a highly motivated, well-trained staff maintaining effective employee relations.
9. Performs duties of Teller I & II when necessary.
10. Approves release of holds.
11. Balance and make corrections to the Cash Dispensing Machine.
12. FDIB cash management procedures
13. Examine checks for endorsements and negotiability.
14. Train all new tellers and keep current tellers aware of any new training procedures.
15. Approve all teller overrides.
16. Balance, correct Automated Teller Machine and respond to after hour alarm response.

17. Perform opening and closing procedures.

18. Collaborate with Head Teller in sending out cash and coin to the Federal Reserve.

19. Accurately balance the vault, bonds, and traveler's checks.

20. Provide routine information on Credit Union services or policies, including eligibility for membership, types of Credit Union accounts, insurance on loans, loan policies, interest rates, current dividend rates, locations, office hours, and telephone numbers.

21. Provide members with account status, including current balances & loan pay-offs.

22. Process phone transactions.

23. Assist members with navigation of Credit Union website and telephone procedures.

24. Complete and submit monthly observation summary sheets on tellers.

25. When Head Teller is absent, act in same capacity to fulfill general duties.

NOTE: The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.

Additional Functions

1. Update teller training as needed.

2. Complete time cards

3. Complete end of month filing.

Job Specifications

1. Requires completion of high school education, plus appropriate specialized training.

2. Requires intermediate mathematical skills (calculations and concepts involving percentages, fractions, decimals, etc.).

3. Requires at least one year of experience as a teller in a financial institution, preferably a credit union.

4. Prefer at least two weeks experience working at all of the Credit Union branches and familiarity with all functions, including CDM's and ATM'S.

5. Requires professional, well-developed interpersonal and teamwork skills necessary for communicating with members, visitors, callers and co-workers.

6. Requires typing/word processing skills.

PHYSICAL REQUIREMENTS:

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 frequently 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, bend, kneel, and reach above or at shoulder level. The employee must occasionally lift/push/pull and/or carry up to 50 pounds.

Disclaimer
The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

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Employee Signature Date