

Priority Trust Credit Union Job Description

Position: **Teller**
Reports To: **Teller Supervisor**
FLSA: **Non-Exempt**
Pay Scale: **\$16.00 to \$18.00**

Summary

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

Essential Duties

- To make certain member service is top priority whether internally or externally; treat members and employees professionally with courtesy and respect. Keeps our "Value Proposition" to our members.
- Receives and processes member financial transactions, including deposits, withdrawals, and loan payments; sells money orders and travelers' checks to members; transfers amount from member accounts as directed.
- Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service.
- Balances cash drawer and daily transactions.
- Cross sells credit union services.
- Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- Provides friendly, professional, personal service to all members.
- Balances at least 95% of the time, being no more than \$5 off and with total outages not to exceed \$20 in a 3-month period or exceed more than 2 occurrences in a 12-month period.
- Strives for posting accuracy, measurement to be determined by department manager and to be measured in employee performance evaluation goals.
- Troubleshoots and resolves member and internal inquiries in a timely, friendly, and accurate manner.
- Daily Productivity Log to reviewed with Supervisor before you leave for day.
- Process all checks, money orders, and cashier's checks thru Tranzcapture for deposit and make certain that all negotiable items are scanned.
- (AG) Make certain Night Drop is checked daily under dual control. Deposits verified under dual control and logged with both employees' initials.
- (AG) Make certain ATM is checked weekly under dual control.
- Make certain we all Regulation CC guidelines for check holds.
- Make certain all BVS or assigned training is completed in by assigned due date.
- Other duties as assigned.

Minimum Task Levels

- Additional Task Levels to be determined.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Communications – the ability to speak and write clearly and effectively to achieve the desired effect in a variety of communications settings and styles. The ability to prepare and maintain confidential records and reports.
- Member Focus – the dedication to meeting the expectations and requirements of internal and external members, use feedback for continuous improvement, and develop and maintain effective relationships.
- Time Management – the ability to effectively prioritize tasks to use time efficiently and attend to a broad range of activities.
- Creativity – the ability to generate new and unique ideas as solutions to operational or member service issues and develop non-traditional ways of doing business.
- Interpersonal Skills – Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
- Must be able to operate a ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.
- Must have a proactive and positive attitude toward members, supervisors, co-workers, and the credit union.

Role:

Employee shall demonstrate an understanding of and follow the requirements of all regulation compliance including but not limited to those Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC), Customer Identification Program (CIP) and Member Due Diligence (MDD) as it specifically relates to their job functions. Employee shall be trained annually in BSA/AML compliance.

Education/Experience

- A high school education or GED.
- Up to six months of similar or related experience.

Physical/Mental 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 the job, the employee is regularly required to stand, sit, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch or crawl, and talk or hear.
- The vision requirements include close vision and ability to adjust focus.
- Nature of position requires physical mobility and the ability to lift a minimum of 50 pounds.
- Must have flexibility to deal with changing work hours and locations as needed.