



## **Associate Teller – Full time**

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Department: Teller

FLSA Status: Non-Exempt

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**JOB SUMMARY:** Tellers are responsible for providing solutions to members that are cash related. Tellers service credit union members with integrity and empathy while completing their account transactions. They are detail-oriented, self-starters who can take initiative when responding to member complaints and concerns. These individuals must have a friendly personality and a head for numbers. They should also understand the roles that the credit union serves in the community and have a customer focused attitude.

**REPORTS TO:** Karen Tumminello

**SUPERVISES:** N/A

**ESSENTIAL FUNCTIONS:**

- Cashes checks for members
- Process deposits, withdrawals and other banking transactions for a high volume of customers
- Completes transfer requests for members
- Accepts coin slips from members
- Processes coin exchange for members
- Performs cash exchanges for members
- Provides information on loan payments, accepts loan payments and loan payoffs
- Balances and scans checks
- Scans teller work
- Unrolls coin and bags to prepare for third party vendor
- Balances cash drawer
- Accepts MasterCard payment on the member's behalf
- Generates money orders upon member request
- Generates cashier's checks upon member's requests
- Sells stamps to members
- Sell Darien Lake tickets to members when applicable
- Learns and follows the credit union's operating procedures

**ADDITIONAL RESPONSIBILITIES:**

- Accomplishes all other duties and tasks as appropriately assigned or requested



**EDUCATION & EXPERIENCE:**

- Prior cash handling experience in a banking or retail setting preferred
- 1 or more year's bank or credit union experience preferred

**KNOWLEDGE, SKILLS & ABILITIES:**

- Strong math and logic skills required
- Strong communication skills required
- Problem solving and communication skills required
- Exceptional customer service skills required
- Must possess ability to follow precise directions and learn financial equipment/software quickly

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

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. The physical demands for this position are as follows:

- Repeat the same movements
- Use their hands to handle, control, or feel objects, tools, or controls
- Stand for long periods of time
- Sit for long periods of time
- Use fingers to grasp, move, or assemble very small objects
- Must be able to lift 50 lbs
- Use stomach and lower back muscles to support the body for long periods without getting tired
- Focus on one source of sound and ignore others
- Use one or two hands to grasp, move, or assemble objects
- Make fast, repeated movements of fingers, hands, and wrists
- Use muscles to lift, push, pull, or carry heavy objects