



Associate Teller – Full time

Department: Teller

FLSA Status: Non-Exempt

JOB SUMMARY: Tellers are responsible for handling their cash drawers accurately and efficiently. 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 concerns. Tellers must have a friendly personality, a member focused attitude, and an aptitude for numbers. Tellers must be detail oriented and enjoy repetitive tasks and transactions.

REPORTS TO: Karen Tumminello

SUPERVISES: N/A

ESSENTIAL FUNCTIONS:

- Learns and follows credit union operating procedures
- Cashes checks for members
- Processes deposits, withdrawals, and many other banking transactions
- Ability to count large sums of cash accurately and efficiently
- Completes account transfer requests
- Accepts coin slips from the coin machine
- Processes coin exchanges
- Processes cash exchanges
- Provides information on loan payments, accepts loan payments, and performs loan payoffs
- Balances and scans checks
- Scans teller work
- Unrolls coin and bags to prepare for third party vendor
- Balances cash drawer
- Accepts credit card payments
- Processes cash advances on credit cards
- Generates money orders
- Generates cashier's checks
- Sells stamps
- Greets members with a smile and waits on them in the lobby or drive-up lanes conducting in-person transactions
- Greets members with a smile and waits on them by answering phone calls and conducting phone transactions



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
- One or more years of bank or credit union experience preferred

KNOWLEDGE, SKILLS & ABILITIES:

- Strong math and logic skills
- Strong problem solving and communication skills
- Exceptional member service skills and friendly attitude
- Ability to follow precise directions and pay attention to detail
- Ability to learn financial software and toggle between multiple tasks

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 of hands to handle, control, or feel objects, tools, or controls
- Stand and 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

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Employee Signature

Date

DATE CREATED/REVISED: 6/17/2022