TVFCU

Tonawanda Valley Federal Credit Union

Teller Associate I

Department: Teller **FLSA Status: Non-Exempt**

Supervisor: Melissa Kasmarek, Branch Manager **Pay Transparency: $16.50/per hour**

Full time and Part time Positions are available.

Job Summary: A credit union teller is a frontline credit union professional who interacts with credit union members, verifying their identification, processing deposits and withdrawals, and facilitating various financial transactions. Tellers are responsible for providing solutions to members that are cash and accounts 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. the ability to handle large amounts of cash. They should also understand the roles that the credit union serves in the community and have a member focused positive attitude.

Essential Functions:

- Process transactions for members, including check cashing, deposits, withdrawals, transfers, VISA payments, loan payments, cashier's checks, cash advances, money orders, and other miscellaneous transactions.
- Identify member's needs, provide information on new products and services, and direct members to the branch representatives as needed.
- Reconcile cash drawers daily, count and package coins and currency, turn in any excess or damaged currency to the lead teller.
- Track, record, report, and store transactional information.
- The ability to process loan payments, loan payoffs and answer general loan questions.
- Provide a high level of member service, offering answers and assistance with a smile.
- Ability to answer incoming calls and assist members with their financial needs.
- Work with other tellers as a team to complete daily tasks while demonstrating respect and professionalism.
- Learns and follows the credit union policies and procedures.
- Supports the management team as needed.

Additional Responsibilities:

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

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Education and Experience:

- High school diploma or equivalent required.
- Cash handling experience preferred.

Additional Knowledge, Skills, and Abilities:

- Strong computer skills.
- Strong math skills.
- Strong communication both (verbal and written) skills.
- Strong Phone Skills.
- Ability to use discretion and good judgment to solve problems.
- Exceptional member service skills.
- Consistent, professional dress and manner.
- Must possess ability to follow precise directions and learn financial equipment/software quickly and efficiently.

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 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.

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

_____ _____

Employee Signature Date