



Job Description

Job Title: Teller

Reports to: Teller Supervisor

Overview

Our tellers are an integral part of our team. As a teller, you must be able to communicate effectively with prospective and current members, representing our credit union in a positive and professional manner. Our tellers are expected to perform transactional duties to serve members by receiving or paying out funds with high accuracy. You must maintain accurate transactional records and provide cash receipt and payment services in accordance with credit union policies and procedures.

Purpose

Perform a wide range of transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records. Provide a variety of member savings, share draft, and credit account transactions, as well as member services such as sales of money orders, traveler's checks and opening new accounts in accordance with credit union guidelines and procedures.

Key Responsibilities

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions.
2. Assist members with a variety of issues related to their account(s) at Brewer FCU including deposits, withdrawals, and balance inquiries while adhering to proper credit union guidelines and procedures.
3. Assist with mail or e mail transactions when available.
4. Balance cash drawer at the end of the shift and compare totaled amount to computer generated proof sheet. Prepare batch work for

FISC. Research and resolve discrepancies. Report any discrepancies to the supervisor as necessary. Help other co workers research and resolve discrepancies.

5. Maintain an up to date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up to date and comprehensive knowledge on all related guidelines and procedures, rules and regulations for the teller area, including robbery procedures. Promote, explain, and cross-sell other credit union services.
6. Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
7. Check night depository bags or envelopes and record proper information according to credit union procedures.
8. Respond to members' requests, problems, and complaints, resolving issues, and/or directing them to the appropriate person for specific information and assistance.
9. Accurately organize and file, manually or electronically, all member information to insure up-to-date member files. Maintain accurate and up-to-date membership records for all products and services with the credit union.
10. Perform any other duties requested by the credit union that are deemed necessary and appropriate for day to day operations.

Qualifications

- Relevant education and experience; highschool diploma required
- A multitasker and team player
- Ability to work independently and with a team
- Amazing communication, grammar, and mathematics skills
- Keen attention to detail
- Flexibility during operating hours
- Take pride in professionalism
- Maintain confidentiality
- Outgoing and welcoming personality
- A go-getter attitude

Work Conditions and Physical Requirements

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines. The noise level in the work environment is usually moderate.

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. While performing the duties of this job, the employee is regularly required to talk or hear; and stand and walk. The employee frequently is required to use hands to finger, handle or feel; and reach with hands and arms. The employee may occasionally lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Brewer Federal Credit Union promotes an equal opportunity workplace, which includes reasonable accommodations of otherwise qualified applications and employees.