

Teller I

Position Description

Employee Name:
Reports To: Branch Manager
Revised Date: January 2017
Salary Level: 300
FLSA Status: Non-Exempt

SUMMARY

The Teller I provides high quality member service to Credit Union members. This position performs limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. The Teller I maintains accurate transactional records in accordance with Credit Union policies and procedures. This position promotes and refers Credit Union services, as appropriate. This is a training level position whose objective is to learn all essential teller skills and product knowledge through training and observation.

RESPONSIBILITIES & EXPECTATIONS

Know and understand the mission and vision of the Credit Union. Strictly adhere to the Credit Union's policy of confidentiality, security, professional conduct and dress.

Demonstrate the core values of Valley when working with members and coworkers: Honesty, Respect, Positive Attitude, Dedication and Accountability. Consistently follow Valley's Cultural Beliefs and maintain a professional image with members and coworkers.

Maintain current knowledge of all rules and regulations and perform at all times in compliance with laws and regulations relating to the position and Credit Union.

Develop a thorough knowledge of Valley's products and services in order to explain and promote them to members and nonmembers based on their needs.

Maintain absolute integrity and high sense of ethical behavior, both on and off the job.

Serve as a representative of the Credit Union by participating in community and civic functions and professional organizations.

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, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES

Develop basic knowledge of all Credit Union products and services that are handled or promoted by tellers.

Develop basic knowledge on all related policies and procedures, rules and regulations for the teller area, including robbery procedures.

Receive training and learn security procedures and all applicable regulations including Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

Receive checks and cash for deposit to accounts. Receive mortgage, consumer loan, and other payments.

Cash checks within check cashing limit and guidelines and process withdrawals; pay out money after verification of signatures and member balances. Seek approval on checks or withdrawals over limits.

Perform any additional duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

EDUCATION and/or EXPERIENCE

High school diploma or general education diploma (GED); one to three months related cash handling and/or retail sales experience.

Previous financial experience preferred.

KNOWLEDGE, SKILLS, and ABILITIES

Ability to perform job functions independently or with limited supervision and work effectively either on own or as part of a team.

Knowledge of word processing, spreadsheet, email software and use of the Internet. Must be proficient in Microsoft Office programs including Word and Excel.

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Ability to demonstrate high levels of accuracy and attention to detail.

Ability to deal calmly and professionally with diverse personalities and cultures at various levels within and outside of the organization.

Ability to read and follow various written and oral instructions. Ability to speak clearly and deliver information in a logical and understandable sequence.

Ability to communicate with others inside and/or outside the organization, generally regarding routine matters for the purpose of giving and obtaining information, as well as advising or referring.

Ability to establish priorities, set goals and meet deadlines in an accurate and efficient manner. Ability to effectively handle multiple, simultaneous, and changing priorities.

Ability to exercise courtesy, tact, and diplomacy. Ability to demonstrate highest levels of customer service and discretion when dealing with the public.

PHYSICAL DEMANDS

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 sit and/or stand; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Able to routinely perform work on computer for an average of 6-8 hours per day, as necessary.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

SAFETY

The Credit Union will provide safe working conditions for each employee; in return the Credit Union expects each employee to recognize his/her obligation to conduct themselves with regard not only for their own safety, but also for the safety of their fellow employees. Employee is expected to follow safety rules and procedures of the Credit Union, including those specific to their position. Employee is expected to attend and participate in safety meetings or training, when required, and report unsafe circumstances to their supervisor or other specified individual. Employee shall perform all safety duties specific to their position.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This position description is not a contract and should not be construed as a guarantee of employment for any specific period of time.

I have read and received a copy of this position description.

Employee Signature _____

Date _____

Manager's Signature _____

Date _____