



Job Title	SENIOR TELLER
Reports To	Teller Supervisor

PURPOSE:

This position is primarily responsible for performing teller related functions in accordance with the Credit Union’s established policies, procedures, and core values. In order to achieve the objectives of the Credit Union, these responsibilities shall be executed promptly, courteously and accurately.

FUNCTIONS

- Responsible for member marketing of the Credit Union and a knowledge of all services offered to a degree that will enable answering questions or referring members for specific services.
- Responsible for processing all teller transactions related to member accounts.
- Responsible for performing file maintenance on information received from members.
- Responsible for accepting check order slips and reviewing for accuracy of information.
- Responsible for accurately maintaining change fund drawer, related checks and tickets and balancing of same on a daily basis.
- Responsible for the direct supervision of Tellers in the absence of the Teller Supervisor and the Assistant Teller Supervisor, including operational training.
- Responsible for the administration of our security and risk management activities for the assigned office in the absence of the Teller Supervisor and the Assistant Teller Supervisor.
- Assist the Teller Supervisor in the maintenance of our facilities, equipment and supplies inventory. Also assist with the monthly and quarterly reports.
- Responsible for knowledge of procedures and policies contained in all manuals pertinent to job duties.
- Perform other duties as assigned.

CONTACTS

Establishes and maintains relationships necessary to carry out the activities of this position. Plays an active role in helping the Credit Union team function smoothly and effectively.

AUTHORITY:

The incumbent is authorized to take any action to carry out the responsibilities assigned by the Teller Supervisor so long as such action does not deviate from established policies and represents sound business judgment; except for specific limitations placed on the incumbent’s authority by specific assignments to other personnel.

PREREQUISITES FOR THIS POSITION

- **Minimum Education:** A basic level of education (related vocational or partial secondary) required to perform the assigned duties competently.
- **Minimum Experience:** Two (2) years financial institution teller experience. MVFCU experience with demonstrated competence may be considered in lieu of financial institution teller experience.
- **Personal Characteristics and Skills:** Must be of the highest integrity, in good health and with personal habits above reproach. A positive attitude and teamwork mentality is essential. Knowledge of financial services is important but equally important is the desire and skill to identify and meet our member’s needs. Must practice confidentiality and be able to work well under pressure. Must be self-motivated, efficient, accurate, and organized. Must be a mature person with sound judgment. Must have the ability to meet and work effectively with people of varying levels of education and experience and be able to communicate with same. Must be able to take direction and be willing to seek counsel of supervisor as necessary. Technical skills must include prior training or performance on a keyboard and 10-key adding machine at a level that will require no retraining. Prior training in human relation skills is highly desirable.
- **Working Conditions:** Continuous alertness, precision, and concentration to ensure accuracy and thoroughness of documents and transactions. Continuous alertness of surroundings for security purposes. Frequent performing basic numeric calculations, as well as writing and reading. Continuous use of initiative, ingenuity, and creativity in identifying member needs, solving member problems and in actively cross-selling credit union services and products. Continuous memory demands in recalling credit union policies and services. Exposed to potentially hazardous conditions, i.e., robbery. Occasional travel is required. This position may require extended or irregular hours. Continuous standing and/or sitting for long periods of time when providing member services or performing other duties related to the position. Occasional lifting up to 50 pounds. Occasional bending, squatting or kneeling to reach supplies on ground level. Occasional reaching above shoulder level to reach supplies overhead. Continuous use of hands in repetitive tasks such as simple grasping, twisting/turning of wrist; finger dexterity to perform various accounting duties such as using a ten-key calculator, typing, and entering data into the computer system. Continuous speaking and hearing for interactions with members and coworkers. Continuous clarity of vision of 20 inches or less for normal processing of member transactions. Continuous clarity of vision of 20 feet or more for security purposes.

Employee Signature

Date

Supervisor Signature

Date