

Job Title:	Teller	Reports To:	Head Teller/Branch Mgr
Department:	Operations	Desc No:	974
Date:	04/2015	Last Revised:	

GENERAL SUMMARY

Primary Responsibilities:

1. Model a high energetic, world-class service and sales culture that continually strives to improve the way we serve our members.
2. Perform accurate financial transactions for members.
3. Offer credit union products and services that fit individual member needs.
4. Provide administrative support as needed under the supervision of the Head Teller or a member of the management team.
5. Uphold a strong sales culture within the credit union.

Primary Qualifications: Passionate and enthusiastic; possess world class service and leadership skills; strong knowledge and understanding of FCCU products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Live the First Community Credit Union Mission, Vision and Values within the organization and our communities.
2. Assist in branch services and operations to serve our members. This includes serving as a backup for the Receptionist.
3. Accept share deposits and loan payments from members in person and by mail, disburse share withdrawals and perform miscellaneous cash transactions.
4. Prepare journal vouchers for transfer of funds between members' accounts.
5. Balance cash drawer.
6. Process payments for the sale of money orders, travel cards, gift cards and other credit union products sold and collect all fees in accordance with credit union policies and procedures.
7. Maintain control register for the sale of travel cards, gift cards and money orders sold.
8. Set up new accounts on the system and prepare necessary paperwork, **as required at the branch level.**
9. Sign up new members for payroll deduction and process changes in deductions, as required at the branch level.
10. Provide information concerning the credit union and members' accounts, in accordance with credit union policy.
11. Maintain and update mailing lists of credit union members as assigned.

12. Assist in sending out mailings.
13. Assist in answering the phone and routing calls to the appropriate staff member.
14. Follow all state and federal laws and regulations.
15. Make suggestions for improving existing products and developing new products.
16. Adequate understanding of the credit union's products and services to allow for effective cross selling and general discussion of those products/services with members.
17. Hand out credit union promotional items to assist in promoting credit union special events and campaigns.
18. Outbound calling.
19. Maintain a clean and neat work area.
20. Maintain a good working relationship with members, coworkers and the Board of Directors.
21. Attend credit union functions as requested.
22. Perform other related duties as assigned.

Required Knowledge, Skills, and Abilities:

1. Passionate and enthusiastic.
2. World-class service skills.
3. Cash handling experience.
4. Accurate and detail oriented.
5. Works well with others and follows directions.
6. Outgoing personality, able to speak clearly and have the ability to ask for new business
7. Ability to effectively communicate with members and interpret their needs.
8. Provide accurate and timely professional service.
9. Willingness to learn new skill sets to advance in a career with First Community Credit Union.
10. Typing and keyboard skills desired.
11. Ability to speak multiple languages desired.
12. Knowledge of state and federal regulations relating the credit union operations management.
13. Availability to work weekends and extended hours, as needed.

Education and Experience:

This position requires a high school education or be under a school work study program. Previous cash handling experience desirable.

Employees must comply with government and other regulations affecting the credit union industry including but not limited to the Bank Secrecy Act and The USA Patriot Act.

Working Conditions:

Normal office working conditions with the absence of disagreeable elements.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.