

The Niagara Regional Federal Credit Union
Teller I
Job Description

Position Grade: Hourly

I. Position Reports To: Assistant Manager

II. Basic Function

Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.

III. Essential Functions

- Greet and welcome members to the credit union in a courteous, professional, and timely manner.
- Receive share draft/checks and cash for deposit to accounts, verify accounts, examine share drafts/checks for proper endorsement, and accurately enter deposits into computer records.
- Cash share drafts/checks and process withdrawals; pay out money after verification of signatures and member balances.
- Assist with mail or e-mail transactions, when available.
- Maintain an up-to-date knowledge 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 policies and procedures, rules and regulations for the teller area, including robbery procedures.
- Process daily scans of member checks received to Alloya.
- Cross-sell credit union services such as gift cards, travel cards, discount tickets, e-statements, online banking, checking accounts, or other promotional products where available.
- Receive loan payments and ensure the payments match balances due. Enter payments into computer.
- Place holds on accounts for uncollected funds.
- Balance cash drawer at end of shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to the Head Teller as necessary.

- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.

IV. Other

- Complete special project work as assigned.
- Provide a positive example to all areas in the credit union through his / her interactions with others.
- Perform other related duties as assigned.

V. Qualifications

Education: High School degree or higher

Experience: A minimum of 2 years' cash handling experience.

Skills : Excellent organizational and communication skills

- PC skills, including basic knowledge of basic software programs.
- Understanding of credit union products and services.

Abilities:

- Must be able to manage multiple priorities
- Must be able to communicate clearly in both verbal and written form.

VI. Working Environment

Must be able to lift up to 50 lbs.

**Note: The above information on this job has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.*