

Teller
IDB-IIC FCU Member Services
Job Description

Full-time/Non-Exempt position
Reports to Teller Supervisor
Location: Washington, DC

Objective

A high contact position required to communicate and work effectively with prospective or current members as well as fellow employees and Management, while positively representing the Credit Union. Reporting to the Teller Supervisor, the Teller is responsible for providing personal service and accurate information to members while minimizing wait time. The Teller answers questions and assists in solving problems posed by the Credit Union members. Performs receipt/disbursal of funds services for members, identifies member needs, supplies information on services or accounts, and acts as a role model for the Credit Union in working with the members.

Key Duties & Responsibilities

- Exhibits and brings a positive attitude to work daily to meet members' needs.
- Greets members in person and by telephone by servicing their needs. Assists members with inquiries and processing member transactions received.
- Balances cash drawer and prepares the Teller Daily Report.
- Prepares currency transaction reports for specific cash deposits and withdrawals in accordance with established procedures.
- Encodes and scans checks received for deposit. Places hold on checks deposited by members in accordance with established procedures.
- Files documents related to teller activities in member files.
- Assists in monitoring and maintaining the inventory of supplies and equipment for the teller area.
- Actively and enthusiastically cross-sells credit union services.

- Assists in monitoring and maintaining ATM daily settlements, processing daily mobile deposits, assisting member requests for check copies, statement copies and assisting MSO's with scanning of membership kit.
- Other duties as assigned by the Teller Supervisor.

Qualifications

- High School Graduate required.
- Associates or Bachelor's Degree preferred.
- Previous teller experience or cash handling and customer service experience is strongly preferred.
- Prior supervisory experience is preferred.
- Excellent communication and writing skills in both English and Spanish.
- Strong interpersonal skills with a sincere desire to provide exceptional service.
- Ability to work without close supervision.
- Ability to successfully cross-sell credit union products and services.
- Working knowledge of Microsoft Windows, Word, Excel, and Outlook.
- Good knowledge of Internal Control Guidelines and credit union products and services.
- Proficient in math, computer applications associated with the position, and cash handling procedures.
- Able to successfully cross-sell credit union products and services.

Standards of Performance

- Displays a positive attitude within the work environment and creates a quality service environment for staff. Demonstrates and motivates the teller line by exhibiting and providing distinguished member service.
- Superior teller performance and maintains a satisfactory level of production while assisting others as needed. Ensures confidentiality of member information and professional delivery of quality service.