



Head Teller

Lebanon Federal Credit Union is searching for someone who is outgoing and service-focused to join LFCU as Head Teller at our brand new Campbelltown branch location in February 2017. Submit your resume or application to join our fun, professional and family-oriented team!

Position Reports To: Branch Manager

Basic Functions:

Coordinate and supervise all aspects of teller operations within the branch ensuring the daily activities of the tellers are performed in a timely, accurate and courteous manner. Well versed in all branch operational procedures. Good leadership skills and the ability to motivate others are necessary. Provide working leadership and guidance to tellers through assignment of work and by providing technical guidance. Must be able to perform all Teller I, II and Senior Teller duties and assist in opening new accounts.

Essential Functions:

- Represents the Credit Union in a courteous and professional manner at all times. Maintains and projects the Credit Union's professional reputation. Maintains privacy of member account information.
- Supervise the activities of the teller operations area by assigning work, scheduling breaks, lunches and staffing for late hours, answering questions, solving problems, assisting with complex transactions and sensitive member relations problems.
- Create workforce stability by cultivating an engaged, spirited and well-coached team.
- Ensures that teller staff is trained and cross-trained in all jobs functions to ensure quality service to members.
- Provides consistent support to the teller line in order to minimize members' waiting time. Includes processing member transactions in addition to head teller functions.
- Assists MSS in opening all new accounts, certificates of deposit, IRA's and cross sell products and services to meet the financial needs of our members.
- Ensures that proper controls are exercised over the vault, ordering and counting money for the branch, buying and selling cash to tellers and that the vault is settled each day.
- Continuously evaluates the job performance of subordinates to ensure quality of work and service to members. Completes annual performance evaluations for tellers and Assistant Head Tellers.
- Conducts quarterly surprise audits of all teller drawers. Reviews all bait money quarterly. Assists management with quarterly audits of ATM, Vault Cash and Cash Dispensers.
- Performs all end-of-day closing and reconciliation functions including balancing, assisting tellers with balancing, check scanning, shutting down the teller terminals and securing items for overnight safekeeping in the vault.

- Assists in ensuring that the branch is in compliance with federal laws and regulations set for the by the National Credit Union Administration and other regulatory agencies.
- Adheres to all policy and procedures set-forth by the Credit Union.
- Approve member exceptions and authorize service fee refunds to members when deemed necessary.
- Investigate teller losses and institute corrective flow of work and/or corrective disciplinary action where required.
- Verifies end of month inventory for: money orders, Debit cards and VISA gift cards.
- Assist in monthly staff meetings. Identify areas for improvements, changes in procedures, new developments or changes in services or products. Supply teller transaction reports, as assigned.
- The ability to verify loan underwriting accuracy and disburse loan closings as needed.
- Assist Branch Manager with reporting activity levels and with any other duties, as assigned. IV.

Qualifications:

- High school diploma with at least three years of related experience in the teller and/or member service function of a credit union or other financial institution.
- Professional, well-developed interpersonal skills required for supervising the teller staff and projecting a positive image as a representative of the Credit Union.
- Basic computer and Windows skills required. Intermediate mathematical skills, proven written and verbal communications, and use a 10-key adding machine or keyboard required.
- Ability to cross-sell credit union products and services.
- Ability to prioritize and manage multifunctional tasks.

Apply in person or send resume to:

Lebanon Federal Credit Union

Attention: Human Resources

301 E. Evergreen Rd

Lebanon, PA 17042

OR

aseprinski@lebanonfcu.org Subject: Head Teller

Lebanon Federal Credit Union is an Equal Opportunity Employer