

Lebanon Federal Credit Union
Teller I
Job Description

I. Position Reports To: Head Teller

II. Basic Functions:

Under immediate supervision, but conforming to established policies and procedures, employee operates a teller's window by providing prompt, efficient and accurate customer service functions, representing the credit union in a courteous, professional manner. Present and explain a basic number of credit union products and services to members. Courses and/or training may be required.

III. Essential Functions:

- Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate and efficient member transactions.
- Process a variety of routine financial transactions including check cashing, withdrawals, deposits, transfers, loan payments, credit card payments and other member transactions. Identify members and verify endorsements.
- Maintain appropriate level of cash on hand. Responsible for managing and balancing cash drawer on a daily basis. Research and resolve cash drawer discrepancies. Report any discrepancies to supervisor as necessary and follow teller over/short policy. Uphold a high level of accuracy and maintain member security.
- Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
- Answers in-coming phone calls and member inquiries.
- Admit member to safe deposit boxes.
- Cross-sell a basic number of credit union products and services.
- Adheres to all policy and procedures set-forth by the Credit Union.
- Performs other duties as assigned.

IV. Qualifications:

- Requires a high school diploma or equivalent and 0-1 years of experience in a financial institution.
- Must complete "Credit Union Fundamentals" course with CPD Online and any other compliance training deemed necessary by Branch Manager
- Basic computer and Windows skills required. Intermediate mathematical skills, proven written and verbal communications, and use a 10-key adding machine or keyboard required.
- Must be able to work in a Team environment.

V. Disclaimer:

The above information on this description 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 an exhaustive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.