



Position Description: Head Teller
Location: Oneida
Job Type: Full Time

1. Purpose:

Responsible for the supervision of the teller area. Perform all teller functions as well as solve problems and help with complex work-related matters. Guide and advise tellers in the efficient handling of member needs.

Work is subject to review and/or audit on a no-notice basis by management, Supervisory Committee, auditors and/or Federal Examiners.

Head Teller Schedule: Monday – Friday 8:30AM to 5:00PM Saturday 9:00AM – 12:00PM

Salary Range: \$17.00 - \$19.00 Hourly

Equal Opportunity Employer / Veterans / Disabled

2. Responsibilities:

Primary

Supervise the activities of the teller operations area by assigning work, answering questions, solving problems, helping with complex transactions, sensitive member relations problems, and explaining policies and procedures to members.

- a) Supervise teller line operations.
- b) Serve as a mentor to tellers, leading through a positive example of professional conduct. Ensure that tellers are following all credit union policies and procedures.
- c) Responsible for maintaining the vault including vault security and balancing.
- d) Responsible for teller line security. Ensure that security policies and procedures are followed. Ensure that security equipment is functioning and maintained.
- e) Responsible for cash management, ensuring supply of money is sufficient to meet business demands while staying within the guidelines and cash limits prescribed in Board Policy 7.01 Change Funds and Disbursement of Funds.
- f) Responsible for daily proving of ATM deposits. Responsible for daily balancing of ATM cash. Replenish ATM cash weekly or as needed. Prepare and post associated general ledger transactions.
- g) Redeposit, collect, or supervise collection of NSF checks and make proper entries to the general ledger.
- h) Perform monthly teller audits, according to Teller Procedures. Maintaining and updating bait log.

- i) File CTR's
- j) Perform normal teller duties which involve: Receiving checks and cash for deposit, verifying amount, examining checks for endorsements, accepting loan payments, credit card payments and processing cash advances and account withdrawals. Process telephone transfers.
- k) Provide information to members concerning the Credit Union products available to them that would fulfill their individual needs (traveler checks, money orders, teller checks, ATM cards and VISA cards) and attempts to cross sell them.
- l) Answer members' questions pertaining to account balances, account transactions, etc. Refer major problems or research to appropriate department.
- m) Answer the telephone, transferring calls in a professional manner.
- n) Balance cash drawer daily and maintain Teller Balance Record in accordance with Teller Procedure 3.17 "Teller Cash Over/Short."
- o) Understand the Bank Secrecy Act and when and how to complete currency transaction form #4789.
- p) Perform all duties in compliance with the established Credit Union Quality Standards.
- q) Keeps current knowledge of all services and products provided by the Credit Union and cross-sells these services and products whenever possible.
- r) Must display a pleasant, professional style on the job and follow guidelines established in the company's Policy Manual, including Code of Ethics, dress code and attendance areas.
- s) Must complete all training designed to enhance capabilities, including in-house training as well as outside seminars, workshops, etc.
- t) Acquire and maintain the necessary working knowledge of Federal and State laws and regulations and Credit Union Bylaws and Policies in order to ensure compliance.

Secondary

- t) Assist with preparing work schedules and assigning duties to ensure efficient operation of teller department.
- u) Train new tellers.
- v) Perform other duties as assigned.

3. Reports To:

This position reports directly to the Branch Supervisor.

4. Qualifications:

- a) Must have high school education or equivalent with good Math and English skills.
- b) Must possess strong written and oral communication skills.
- c) Must have good interpersonal skills.
- d) Must possess keyboard and computer experience
- e) Must be a self-starter and be able to work with minimum supervision.
- f) Must be able to maintain a high level of confidentiality.
- g) Supervisory experience is preferred.
- h) Accounting education or related experience is preferred.
- j) Teller experience a must.