

Position Description: Teller  
Location: Rome  
Job Type: Full Time

1. Purpose:

Receive and pay out money and keep records of money and negotiable instruments involved in financial transactions. Work is subject to review and/or audit on a no-notice basis by management, Supervisory Committee, auditors and/or Federal Examiners.

Teller Schedule is Monday – Friday 8:30am -5:15pm and Saturday 8:30am – 12:15pm

Pay Range: \$16.00 - \$18.00 plus Bonus

Equal Employment Opportunity/Veterans/Disabled

2. Responsibilities:

**Primary**

- a) Perform teller duties, which involves, receives checks and cash for deposit, verifies amount, examines checks for endorsements, accepts loan payments, credit card payment and processes cash advances.
- b) Must present a helpful, cheerful, professional image when waiting on members in person or on the telephone.
- c) Provide information to members concerning the Credit Union products available to them. ex: money orders, teller checks, ATM and VISA cards and attempts to cross sell them.
- d) Provide members with account balances and loan payoff figure.
- e) Process incoming mail and telephone transfers. Answer telephone, assist member or transfer calls to proper departments.
- f) Balance cash drawer daily and will maintain Teller Balance Record in accordance with Teller Procedure 3.17 "Teller Cash Over/Short."
- g) Collect funds on returned checks.
- h) Understand the Bank Secrecy Act and when and how to complete currency transaction report
- i) Performs all duties in compliance with the established Credit Union Quality Standards.

- j) Keeps current knowledge of all services and products provided by the Credit Union and cross-sells these services and products whenever possible.
- k) 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.
- l) Must complete all training designed to enhance capabilities, including in-house training as well as outside seminars, workshops, etc.
- m) Acquires and maintains the necessary working knowledge of Federal and State laws and regulations and Credit Union Bylaws and Policies in order to ensure compliance.
- n) Travel to other branches when necessary.
- o) Perform other duties as assigned.

### **Secondary**

- p) May have to assist in balancing the money order account monthly.
- q) May train new tellers.
- r) May be responsible for completing loan verification reports.
- s) May be responsible for imaging checks daily.
- t) May be responsible for proving ATMs daily and assist in replenishments of each.

### 3. Reports To:

This position reports directly to the Head Teller.

### 4. Qualifications:

- a) Strong communication skills.
- b) Must have high school education with strong Math and English skills.
- c) Some accounting knowledge.
- d) Friendly, personable, able to communicate with all types of people.
- e) Computer knowledge.
- f) Must possess the ability to maintain a high level of confidentiality.