

EXTRA Credit Union
Structured Compensation - Job Description
Teller

Data Year: 2023

Prepared On: 02/02/2023

Department:	Cash	Grade:	5
Reports To:	Cash Manager (Main Office)	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	01/01/2011
		Revised Date:	06/29/2015

Role:

To assist members with their financial transactions, including paying and receiving cash and other negotiable instruments. Respond to problems and identify products and services that best suit the members needs.

Essential Functions & Responsibilities:

- E 40% Receives and processes member financial transactions, including deposits, withdrawals, loan payments and transfers. Sells corporate checks. Update member accounts as needed.
- E 20% Balances cash drawer and daily transactions.
- E 20% Cross-sells credit union products and services.
- E 15% Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- N 5% Performs other duties as assigned.

Performance Measurements:

1. Provide prompt, accurate, courteous, friendly, timely and professional service to all members and co-workers.
2. Adhere to Extra Credit Union's policies, particularly Check Acceptance and Check Hold policies with minimal errors.
3. Post transactions accurately.
4. Identify cross-sell opportunities and cross-sell services to members in accordance with departmental goals.
5. Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.
6. Pass the Product and Service Assessment on an annual basis.

Knowledge and Skills:

- Experience One month to twelve months of similar or related experience.
- Education A high school education or GED.
- Interpersonal Skills Courtesy, tact, and diplomacy are essential elements of the job. Superior communication skills are required with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion. Confidentiality with information is vital.

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Other Skills	Ability to operate calculator and computer keyboard by touch. Attention to detail and accuracy in working currency and coin.
Physical Requirements	This job requires using hands and fingers to keyboard for data entry into a computer, which may include repetitive motions. Ordinary visual acuity is needed to prepare and revise documents. Average hearing ability is necessary to receive detailed information verbally. This job is mainly sedentary and may require the candidate to exert up to 50 lbs. of force occasionally.
Work Environment	No hazardous or significantly unpleasant conditions exist, such as in a typical office.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature