



EMPLOYMENT OPPORTUNITIES

POSITION:	Head Teller
REPORTS TO:	Manager, Service Center
CLASSIFICATION:	Retail
DEPARTMENT:	Non-Exempt
SERVICE STANDARDS:	<p>Act as a catalyst and promoter, reinforcing the following credit union's service standards:</p> <ul style="list-style-type: none">• We always act in the best interest of our members.• We own, respond, and expeditiously resolve member questions/concerns.• We look for ways to innovate and improve the member experience.• We continuously seek the opportunity to learn and grow.• We maintain the highest degree of professionalism in appearance, language and behavior.• We protect the privacy and confidentiality of all member and Credit Union information.
RESPONSIBILITIES:	<ul style="list-style-type: none">• Demonstrates professional behavior at all times and interacts with members to build positive relationships.• Accurately processes member transactions. Approve transactions and exceptions within defined authority levels.• Accurately explains the features and benefits of all Credit Union products and services.• Resolve member issues and/or complaints through actively listening and asking questions to determine the member's desired outcome. Follow up with the member through to completion to ensure the member is highly satisfied.• Ensure compliance with branch operations and security procedures, and that they are being adhered to within established guidelines for the service center at all times.• Manages vault, orders cash and balances the vault daily. Disburses cash to FSRs and UMRs.• Serves as a mentor to newly hired FSR's.• Be a role model by projecting and maintaining a professional and courteous manner. Foster a team environment by working alone or with fellow staff to complete daily tasks and accomplish goals.• Schedules breaks and lunches to maintain accurate coverage for the branch• Assists tellers with problem solving for members and balancing daily work.• Balances cash drawer and transactions daily.• Perform administrative duties such as ordering supplies and keeping a safe, clean work area.• Maintains back work in accordance with the Records Retention Schedule.• Refer products and services by cross-selling to meet member needs as well as attaining individual and service center goals with a particular

emphasis on member relationships. This will contribute to the attainment of individual and branch goals and overall corporate metrics.

- Promotes teamwork by working together to accomplish daily tasks and goals.
- Assists in coaching tellers to improve knowledge and skills.
- May participate in the interviewing of new tellers as directed
- Participates in branch meetings as directed by the Branch Manager.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, OTHER SKILLS AND ABILITIES:

- Comply with job related regulatory requirements including but not limited to Bank Secrecy Act, Anti-Money Laundering, USA Patriot Act, OFAC and Fair Lending Regulations.
- Demonstrated ability to understand cause and affect relationships.
- Willing to change priorities to meet changing demands.
- Well versed in all retail products and services.
- Understands how product or service meets member satisfaction levels. Able to overcome objections and gain commitment.
- Ability to operate a personal computer with a high level of proficiency in such software applications as word processing and spreadsheets. Ability to utilize other technological resources such as the Internet and e-mail.

EDUCATION and/or EXPERIENCE:

Two to four years related experience and/or training.

CERTIFICATIONS:

Notary Public

SUPERVISORY RESPONSIBILITIES:

Under the direction of management, the Head Teller will supervise the FSRs, UMRs and Sr. Teller in their daily functions, as well as ensuring that they are continually working towards their sales and referral goals.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.

Noise level in the work environment is usually moderate.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their responsibilities.

While performing the duties of this job, the employee is required to stand; sit; use hands to finger, handle, grasp or feel; stoop; knee; crouch; push; pull; reach with hands and arms; repetitive motion; lift; and talk or hear. The employee must occasionally lift and/or move up to 50 lbs and frequently up to 10 lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.