

Employment Opportunities



POSITION: Head Teller

REPORTS TO: Manager, Service Center

CLASSIFICATION: NON-EXEMPT

DEPARTMENT: Retail

SERVICE STANDARDS:

The focus of this role is to:

- Act as a catalyst and promoter, reinforcing the following credit union's service standards:
- We always act in the best interest of our members.
- We own, respond, and immediately 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:

- Demonstrates professional behavior at all times and interacts with members to build positive relationships.
- Accurately processes member transactions.
- Accurately explains the features and benefits of all Credit Union products and services.
- Manages vault, orders cash and balances the vault daily. Disburses cash to FSRs
- Serves as a mentor to newly hired FSR's
- Schedules breaks and lunches to maintain accurate coverage for the branch
- Demonstrates excellent member service by cross-selling products and services to meet member needs.
- Assists tellers with problem solving for members and balancing daily work.
- Balances cash drawer and transactions daily.
- Maintains back work in accordance with the Records Retention Schedule.
- Consistently contributes to the attainment of branch sales and membership goals.
- Assists in managing and influencing the branch profitability with a particular emphasis on relationship sales and expanding the sales culture and process.
- Assists the Credit Union in achieving its long term goals and objectives.
- 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.
- Adheres to Credit Union policy and procedure.
- Complies with all BSA/AML and OFAC regulations required of the position.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Under the direction of management, the Head Teller will supervise the FSRs and Sr. Teller in their daily functions, as well as ensuring that they are continually working towards their sales goals as established in the Service Center Referral and Incentive Plan.

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QUALIFICATION REQUIREMENTS:

- Orientation toward excellence in results. Functions effectively across organization boundaries without bias. Able to look at problems and issues from many perspectives. Takes initiative and embraces new methods. Maintains a sense of urgency.
- Proficient in customer awareness (internal and external). Knowledgeable in Scient departmental operations. Understands user (internal customer) needs. Able to accurately evaluate and predict the effect of decisions and how they relate to external customers.
- Good analytical skills. Objectively analyzes situations and potential consequences to determine best resolution. Makes appropriate decisions in a timely manner. Accurately assesses the quality of most decisions and recommendations.
- Strong Interpersonal Understanding –Anticipates actions and has a plan to deal with them. Focuses on the situation, not the person. Has a balanced view of others' specific strengths and developmental needs.
- Excellent written, listening, and oral communication skills. Effectively transmits and receives information through a wide variety of sources. Able to effectively communicate across functional departments and across all levels within the organization.

EDUCATION/EXPERIENCE:

- Two to four years related experience and/or training.

CERTIFICATION:

- Notary Public

OTHER SKILLS AND ABILITIES:

- 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.

WORK ENVIRONMENT::

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

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 essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

TO APPLY:

Please send your resume to careers@scientfcu.org.

Equal Opportunity Employer M/F/D/V.