



Job Title: Teller
Department: Branch Operations
Reports To: Branch Manager
Last Revision: July 28, 2023

Purpose: Tellers are responsible for providing exceptional service to our member owners by accurately performing transactions including, but not limited to: processing deposits and withdrawals; cashing checks; performing basic account service disbursement of funds. Provide outstanding service by deepening member's relationships with the credit union through identifying needs and offering additional products and services.

What You Would Do:

- Greet and serve as the first point of contact for members, vendors, and other parties coming into the branch
- Provide outstanding, quality service to external and internal members
- Accurately perform transactions on member's accounts
- Perform tasks in accordance with Community First Credit Union policies and procedures
- Identify and protect members and the Credit Union from fraudulent transactions
- Manage and maintain an accurate cash drawer
- Perform opening and closing Teller line duties
- Oversee ATM, complete deposits and withdrawals
- Promote, educate, and refer Credit Union products and services to fulfill member financial needs
- Maintain a positive image in the community through volunteer opportunities
- Serve as a Receptionist as needed
- Perform other duties as assigned

What You Will Need:

The requirements listed below are representative of the knowledge, skill, and/or ability required for the Teller position.

Education/Experience:

Below is the prerequisite education and experience necessary to ensure an accelerated transition into the role of the Teller.

- Actively pursuing or completion of High School diploma, or equivalent degree (GED, HSED)
- One year of cash handling or teller experience is preferred

Knowledge/Skills/Abilities/Competencies:

- Ability to read, write, and comprehend simple instructions, short correspondence, and memos
- Ability to effectively present information in one-on-one and small group situations to coworkers, members, and other employees of the organization
- Ability to communicate effectively

- Ability to count by cash and coin denominations during member transactions
- Ability to problem solve and effectively listen
- Computer skills to include Microsoft Office applications

Compliance Accountabilities:

Tellers must act in accordance with Community First Credit Union policies and procedures. Complete all required compliance training and continuing education within specified timeframe.

Work Environment:

The work environment is characteristic of a professional office setting. This is a standing position and the person in this position must have the ability to lift up to 50 pounds as needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements reflect the general details necessary to describe the major functions of the position described and is not intended to be a detailed description of all the work that may be required.