

America's Credit Union
Structured Compensation - Job Description
Teller II

Department:	Retail Operations	Grade:	5
Reports To:	Branch Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	VP Retail Operations		

Role:

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

Essential Functions & Responsibilities:

Receives and processes member financial transactions, including deposits, withdrawals, and loan payments; sells money orders and travelers checks to members; transfers amounts from member accounts as directed.

Employee is still required to use the check matrix. The check limit is \$6,000 without Supervisor approval.

Assists with closing the office at the close of business each day which consists of, balancing the money order machine and cash advance machine, placing all negotiable items in vault and pulling branch totals.

Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service.

Assist other tellers with balancing and finding outages.

Cross-sells credit union services.

Other duties as assigned.

Performance Measurements:

1. To provide friendly, professional, personal service to all members.
2. To balance at least 98% of the time, being no more than \$1.00 off and with total outages not to exceed \$50.00 in a six month period.
3. To complete the standard number of transactions assigned for the branch.
4. To have no more than one posting error per month.
5. Answer the phone within 3 rings.
6. This job requires you to be here on time and ready to work your scheduled hours.
7. Must work a minimum of two Saturdays per month (if Saturdays are not part of your normal scheduled work week).

Knowledge and Skills:

Experience One year to three years of similar or related experience.

Education A high school education or GED.

Interpersonal Skills	Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.
Other Skills	Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.
Physical Requirements	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 sit; use hands and/or fingers; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop or kneel. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
Work Environment	The work environment for this position is in a branch setting. This job requires ability to work effectively in a fast-paced environment, but also to utilize downtime wisely when branch traffic slows down. This position is required to work at least 2 Saturdays per month, and sometimes more depending on business needs.

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