

Community Resource Credit Union
Structured Compensation - Job Description
Teller

Data Year: 2018

Prepared On: 08/22/2018

Department:	Retail Delivery	Grade:	5
Reports To:	Teller Manager	Classification:	Non-Exempt
Supervises Direct:		Supervises Indirect:	
Approved By:	SVP, COO	Effective Date:	01/01/2010
		Revised Date:	07/10/2018

Role:

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments. Actively sells credit union products and services to ensure predetermined organizational goal are met. Adheres to company policies, procedures, and standard practices. Adheres to Federal and State Laws and Regulations.

Essential Functions & Responsibilities:

- E 55% 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.
- E 10% Assists Teller Manager/Team Leader with daily cash operations as assigned.
- E 10% Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and services. Cross sells credit union services.
- E 10% Adheres to internal controls, security and safety procedures.
- E 5% Balances cash drawer and daily transactions.
- N 5% 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. Provides friendly, professional, personal service to all members.
2. Balances within compliance to the Teller Balancing Standards.
3. Handles up to 150 transactions per day.
4. Balances daily with no more than one posting error per month.
5. Requires some analysis or research to determine the best solution for a limited number of transactions.
6. Gathers information from various sources, comparing and weighing information to make logical decisions.
7. Demonstrates an understanding of, and follow the requirements of all regulation compliance, including but not limited to those of Bank Secrecy Act (BSA), Anti-Money Laundering (AML), Office of Foreign Assets Control (OFAC), Customer Identification Program (CIP) and Member Due Diligence (MDD) as it specifically relates to their job functions. Employee shall be trained annually in BSA/AML compliance.

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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. Work involves much personal contact with others inside and/or outside the organization for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
- Other Skills Proficient in computer skills. Must be able to work with and pay attention to detail to deal with numbers and names.
- Physical Requirements While performing the duties of this job, the employee is regularly required to use hands or fingers, handle or feel; reach with hands and arms; talk and hear. The employee frequently is required to stand, walk, and sit. Specific vision abilities required of this job include close vision and ability to adjust focus.
- Work Environment Work is performed indoors with some potential for exposure to safety and health hazards related to electronics work. May require periodic travel. There is exposure to potential hazardous conditions such as robbery. Employees are to receive detailed instructions and procedures to follow in order to minimize risk.
In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.
- Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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

Printed Employee Name

Date

Employee Signature