

Structured Compensation Job Description

**TELLER SUPERVISOR**

Department: Branch Operations  
Reports to: Branch Manager  
Supervises: Direct: Lower Level Branch Tellers

Level: 4  
Classification: Non-Exempt  
Classification: Full-Time  
Revised Date: 03/27/2017

Role:

The primary role of this position is to be the face of the institution and provide members with specialized services, products, and business practices so that we can enhance their financial future. To accomplish this, this position must convey a high-quality of customer service while identifying the member's need and recommending the most suitable solution for the member. The position must perform a wide range of transactional duties to serve members by receiving or paying out funds with high accuracy in accordance with credit union policies and procedures. This position is responsible for implementing existing policies and procedures while resolving more complex problems and overseeing balancing.

Functions and Responsibilities:

- Greets members professionally and promptly
- Provide compressive, accurate, and efficient member transactions in a timely manner
- Maintains full knowledge of all teller functions and procedures
- Completes account transactions including but not limited to: deposits, withdrawals, loan payments, account transfers, travelers checks and money order sales, and wire transfers
- Effectively execute daily branch balancing procedures at an efficient volume with little assistance
- Process and post transactions received by mail
- Identify the financial needs of a member and cross-sell products and services and/or refer the member to the appropriate department if necessary.
- Completes all mandatory compliance requirements and reports required by the Bank Secrecy Act and any credit union policies and procedures
- Maintains privacy of member personal and account information
- Ensures that area personnel are trained properly, effective and optimally used. Acts as role model to area team members
- Ensures that all teller functions are correctly performed and are in compliance with company policies
- Coordinates teller operations by assigning work and distributing work flow to lower level tellers
- Track individual employee progress and provide support and suggestion for improvement when needed
- Providing cash operations support such as researching cash discrepancies/issues, balancing ATM, and balancing vault
- Keeps ATM filled and functional
- May be responsible for being the opening/closing Teller at the branch
- Performs a variety of miscellaneous tasks including typing, filing, data entry, and the answering of the telephone
- Practice, promote, and support the mission and vision of the credit union and ensure that they are carried out by each employee.
- Maintains a work area that is clean, well maintained, and secure
- Guarantees that member's problems and/or questions are courteously and promptly answered
- Supervise lower level tellers
- Other duties as assigned

Knowledge, Skills, and Abilities:

<i>Education</i>	A high school diploma or GED
<i>Experience</i>	Five (5) years of teller experience at a financial institution  Managerial experience required
<i>Skills/Abilities</i>	Must have strong verbal and interpersonal skills and also the ability to effectively communicate with members, management, and staff.  Good customer service skills  Must have a professional appearance, dress, and attitude  Good math and time management skills  Good strategic and creative thinking abilities  Passion for accuracy  Able to operate a 10-key calculator and computer keyboard  Strong working knowledge of relevant software including Microsoft Office, Word and Excel
<i>Physical Requirements</i>	While performing the essential duties of the position, the employee would be regularly required to stand, sit, walk, stoop, kneel, talk, and hear. Vision requirements include close vision and the ability to focus. The nature of this position requires physical mobility and the ability to occasionally lift and/or move a maximum of 30 pounds
<i>Working Conditions</i>	Work is performed indoors with some potential for exposure to safety and health hazards related to electronics work. May require periodic travel between branches. 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.

This job description is not a complete statement of all duties and responsibilities comprising this position. 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.