

**Route 31 FCU**  
**Structured Compensation - Job Description**  
**Teller I**

Data Year: 2023

Prepared On: 10/28/2022

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Department:	Member Services	Grade:	4
Reports To:	Branch Manager	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	01/11/2019
		Revised Date:	07/28/2021

**Role:**

Under the direction of the Branch Manager, performs a variety of duties which include, but are not limited to, processing account transactions, cross-selling products and services, verifying cash totals at the end of the day.

**Essential Functions & Responsibilities:**

- E 55% Receives and processes member financial transactions, including deposits, withdrawals, and loan payments; sells money orders and cashier's checks to members; transfers amounts from member accounts as directed.
- E 10% Cross-sells Credit Union products and services.
- E 10% Verifies and posts transactions to member accounts and maintains member and Credit Union records.
- E 10% Greets members and provides routine information concerning services, and directs members to appropriate departments for specific information and service.
- E 5% Balances cash drawer and daily transactions.
- E 5% Performs a variety of miscellaneous tasks including filing, copying, data input, and answering the telephone.
- E 5% Performs other job related duties as assigned.

**Performance Measurements:**

1. Provide friendly, professional, personal, and confidential service to all members and associates.
2. Proactively seek opportunities to identify appropriate products and services for the greater benefit of the member. Meet or exceed individual and branch cross-sales goals.
3. Balance cash drawer daily, in accordance with Credit Union policies and procedures.
4. Accurately post transactions within Credit Union standards.
5. Troubleshoot and resolve member and internal inquiries in a timely, friendly, and accurate manner.
6. Maintain a dependable record of attendance and timeliness.
7. Maintain a professional work environment and businesslike appearance.

**Knowledge and Skills:**

Experience One month to twelve months of similar or related experience.

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Education	A high school education or GED.
Interpersonal Skills	Work involves contact with persons beyond immediate associates regarding routine matters for the purpose of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (members or vendors), requiring ordinary courtesy in providing assistance and information.
Other Skills	General office equipment such as calculators, computers, photocopiers, and scanners. Basic knowledge of established teller procedures and policies. Understanding of Credit Union operations. Maintains confidentiality related to Credit Union operations and work-related information.
Physical Requirements	Able to stand for long periods of time. Able to spend long periods of time looking at computer screen. Able to climb stairs multiple times a day. Able to lift and/or move up to 30 pounds. Repetitive movement frequently required using wrists, hands, and fingers.
Work Environment	General Office

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

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Printed Employee Name

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Date

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Employee Signature