



Job Title: Teller

Category: Non-exempt

Reports To: Branch Manager or Head Teller

About Us: Doches Credit Union is a dynamic and community-focused financial institution committed to providing exceptional financial services to our members. We believe in the power of financial well-being and are dedicated to shaping a brighter financial future for all. The Teller is the front-line of the Credit Union and essential to member service as we continue to grow and evolve.

Overview: The Teller follows Credit Union policies and procedures to ensure ethical member services, greeting members and helping them with their needs, and speaking with members about products and services of the Credit Union. This position performs a variety of on-line computer transactions to deliver services to members and serves as primary contact for member requests for information and services.

Key Responsibilities:

1. Assists members regarding needs via in person or over the phone and serves as primary contact for member requests for information and services.
2. Delivers accurate, efficient teller services to members: account transactions, cash checks, disburses cash and checks; processes money orders, wires, and cash advances; makes transfers; opens new accounts; posts payments, performs member account maintenance changes (address change, etc.).
3. Answers phones when not assisting in-person members and responds to member requests by resolving member issues directly or coordinating resolution with appropriate Credit Union staff.
4. Follows Credit Union procedures to count and manage all the funds received from members.
5. Balances cash drawer, verifies transactions, prepares deposit items, report out of balance or other conditions as required.
6. Builds and maintains member relations by providing high-quality services while maintaining a working knowledge of all Credit Union services.
7. Uses the provided equipment and programs to document all transactions conducted. Completes necessary paperwork pertaining to services.
8. Is available to assist other Credit Union locations as needed in the event of staff shortages, emergencies, or special promotional activities.
9. Reconciles all transactions at the end of shift.
10. Maintains knowledge of and compliance with all applicable rules and regulations required within the scope of duties, including, but not limited to, the Bank Secrecy Act.
11. Shows ability to perform under time constraints and meet deadlines.
12. Performs job duties and responsibilities in compliance with the Credit Union's policies, procedures, philosophy, and standards of performance.
13. Attends and completes all Credit Union required meetings and training sessions.
14. Maintains a clean, professional work environment and courteous demeanor.

15. Maintains a high level of confidentiality in all matters. Safeguards member and Credit Union information by applying the highest level of confidentiality regarding member, employee, and board interactions with the Credit Union and securing all information in public work areas.

Qualifications:

- High school degree or equivalent.
- One year cash handling experience and experience in service delivery and/or customer service.
- Basic math/counting skills, as well as exceptional people skills.

Benefits:

- Medical, Dental, & Vision Insurance
- Life Insurance
- Long Term Disability Insurance
- 401(k) Plan with Employer Match
- Paid Holidays
- Vacation and Sick Leave

Disclosures:

This job description is not intended to be all-inclusive. The employee may perform other related duties as needed to meet the ongoing needs of the organization. Doches Credit Union is an affirmative action employer and committed to providing equal opportunity for all employees and applicants for employment, without regard to race, religion, color, sex, sexual orientation, gender identity, national origin, age, citizenship status, marital status, protected veteran status, mental and/or physical disability, pregnancy, or any basis prohibited by State or Federal law. We encourage applications from candidates of all backgrounds and experiences. Doches Credit Union reserves the right to amend this job description at any time.