

Olympia Credit Union Job Profiles	Position: Teller II	Position grade and classification: 5 Non-exempt	
Reports to: Branch Manager or Lead Teller	Last Updated: 06/30/16	Approved by/date: T.Roberts 06/30/16	# Staff Supervised: -0-

POSITION OVERVIEW

If this position is in an outlying branch the Teller II will report to the branch a manager as their immediate supervisor. If the Teller II is in a branch with a Lead Teller then they report to the Lead Teller.

This position performs a wide-range of transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintains accurate transactional records. Provides a variety of member savings, share draft/checking, and credit account transactions, as well as member services. Professionally handle the member’s daily needs both in person and over the phone. Cross-sell products and services the credit union offers.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- 65% Receives and processes a wide variety of member financial transactions, including deposits, withdrawals, loan payments and IRA transactions; sells money orders and cashiers checks to members; transfers amounts from member accounts as directed and maintains accurate member records.
- 10% Balances cash drawer and daily transactions.
- 10% Welcomes members and provides routine information concerning services and directs member to appropriate department for specific information and service.
- 5% Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- 5% Cross-sells Credit Union services.
- 5% Performs other job-related duties as assigned.

Performance Measurements:

1. Provide friendly, professional, personal service to all members and associates.
2. Balance cash drawer daily, following all policy/procedure limits.
3. Process an average of 25 transactions per hour.
4. Accurately post transactions, having fewer than 2 unresolved posting errors in a 30 day period.
5. Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.
6. Proactively seek opportunities to identify appropriate products and services for the betterment of the member.
7. Maintain a dependable record of attendance and timeliness.
8. Maintain a professional work environment and businesslike appearance.
9. Able to quote share and loan rates.
10. Basic knowledge of loan products.
11. Able to balance Vault and act as vault teller.
12. Update/write procedures pertaining to departmental duties.
13. Offer workable solutions to improve/streamline current departmental processes.
14. Follows policies and procedures related to Bank Secrecy Act/Anti-Money Laundering (BSA/AML), Member Identification Program (MIP/CIP), and OFAC daily to ensure compliance with current regulations.

Knowledge and Skills:

Experience	Six months to two years of similar or related experience.
Education	High School education or GED.
Interpersonal skills	Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for the purposes of giving or obtaining information which may require some discussion.

Other Skills	Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names. Regulatory knowledge of BSA/AML, OFAC, Patriot Act, etc. Proficient with Microsoft office (Outlook, Word, Excel).
Physical Requirements	Ability to lift 25 lbs. Long periods of standing and performing data entry with keyboard and mouse use.
Work Environment	Fast paced demanding environment requiring the ability to multitask accurately and efficiently while maintaining a calm collected professional demeanor.

CONFIDENTIALITY

Responsible for confidentiality of all members accounts, the business of the credit union and that of the staff also.

DISCLAIMER

The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job.