

Olympia Credit Union Job Profiles	Position: Teller I	Position Grade and Classification: Grade 4 Non-Exempt	
Reports to: Branch Manager Lead Teller	Last Updated: 04/04/16	Approved by/date: T. Roberts 4/6/16	# Staff Supervised: -0-

POSITION OVERVIEW

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

This position performs a variety of transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintains accurate transactional records, provides basic cash receipt and payment services in accordance with credit union policies and procedures. Professionally handle the member’s daily needs both in person and over the phone. Cross-sell products and services the credit union offers with some assistance for product details.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- 65% Receives and processes member financial transactions, including deposits, withdrawals and loan payments; sells money orders and cashiers checks to members; transfers amounts from member accounts as directed. Maintains member records and documentation following policies and procedures.
- 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% Cross-sells Credit Union Services.
- 5% Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone.
- 5% Performs other job related duties as assigned.

Performance Measurements:

1. Provide friendly, professional, personal service to all members and associates.
2. Balance your drawer daily, following all policy/procedure limits.
3. Process and 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.

Knowledge and Skills:

Experience	Up to six 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 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.
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.