

Job description: Teller I

Reports To: VP of Operations

Location: Main or Fairfield Office; In-Branch

Status: Non-Exempt, Full-Time

Pay Range:

Low	Mid	High
\$16.50	\$18.10	\$19.82

Summary: As a Teller, you will be the first point of contact for members and play a vital role in delivering exceptional service. This position is responsible for processing a wide range of financial transactions accurately and efficiently while maintaining a strong focus on member satisfaction, compliance, and identifying opportunities to promote credit union products and services.

Duties and Responsibilities:

The Teller I is responsible for performing the following key duties:

Member Service & Relationship Building:

- Greet and assist members with professionalism and a positive attitude.
- Provide account information and respond to general inquiries.
- Recommend and refer appropriate credit union products and services based on member needs.
- Maintain member confidentiality and uphold credit union values.
- Recognize and report suspicious or fraudulent activity.

Transaction Processing:

- Accurately record and process:
 - Deposits and withdrawals
 - Check cashing and loan payments
 - Cashier's checks, starter checks, and check holds
 - Cash advances and periodic payment forms
- Enter transactions into Symitar core system with accuracy.
- Assist members with travel notices and gather required CTR information.

Cash Handling & Drawer Management:

- Maintain and balance assigned cash drawer daily.
- Accept and disburse cash and coin accurately.
- Assist with vault duties under supervision, including:
 - Counting, replenishing, and balancing vault cash
 - ATM cassette replenishment

Operational Support:

- Answer and respond to phone calls, emails, and text concierge inquiries.

- Support members with digital banking questions.
- Process night drop transactions in coordination with senior staff.
- Assist in daily operations, including scanning, indexing, and verifying daily work.
- Perform locker room, Vault, & Safety Deposit Box checklist duties.

Supervisory Responsibilities:

This position has **no supervisory** responsibilities.

Qualifications, Knowledge, Skills, and Abilities:

To succeed in this role, the candidate must meet the following requirements:

Education and Experience:

- High school diploma or equivalent required
- Bond-ability is required for all employees

Skills and Abilities:

- Present a positive and professional image
- Proficiency in Microsoft Suite (e.g., Word, Excel, Outlook) and familiarity with credit union systems such as Symitar and Synergy
- Strong verbal, written, and interpersonal communication skills
- Detail-oriented with excellent organizational skills
- Strong problem-solving skills and the ability to interpret and analyze data
- Ability to work independently and as part of a team
- Ability to prioritize tasks and meet work requirements in a fast-paced environment
- Basic mathematical skills and 10-key proficiency
- Superior member service skills

Physical Demands:

- Regularly required to sit, use hands to handle objects or tools, and talk or hear
- Occasionally required to lift and move up to 50 pounds

Work Environment:

- Fast-paced environment with frequent interruptions
- High accuracy requirements
- Occasionally required to handle interactions with disgruntled members

Benefits:

- Competitive compensation
- Medical, Dental, Vision, Life, and Long-Term Disability Insurance
- 401(k) retirement plan
- Paid time off (PTO) and paid federal holidays
- Employee Assistance Program (EAP)

Disclaimer:

This job description is intended to provide an overview of the responsibilities and qualifications for the position. It is not an exhaustive list of all duties, responsibilities, and qualifications required of employees assigned to this role. Management reserves the right to modify the job description at any time.