



Atlantic FCU Job Description

Position – Teller I

Department: Branch Operations

Reports To: Branch Manager

Position Grade: 4

Supervisory Position: No

Classification: Non Exempt

Revision Date: 12/18/2017

Role:

The role of a teller is our front line - first impression to our members. A teller must be knowledgeable with a strong understanding of the products and services that Atlantic FCU offers. With this knowledge, they should guide a member through their transactions in a positive, friendly manner. They will do this while watching for opportunities that could help the member be financially stronger and utilizing the knowledge of when it is appropriate to discuss. This requires tact and excellent communication skills. Efficiency and accuracy is key to this role. A teller must be approachable, professional, personable and friendly and should remember each day that the member is why we are here.

Essential Job Functions & Responsibilities

60%	<p><u>Operational Member Service:</u></p> <p>Receive and process checks, cash and coin for deposits, loan payments and other transactions in an accurate manner and in accordance with procedures and regulations. Process guest member transactions via the Shared Branching Network in accord with the policy and procedure set forth in the CUSC Network Rules and Regulations. Issue bank checks, money orders, gift cards, post transfers between accounts and redeem savings bonds. Respond to member questions and inquiries on their accounts. Assist members with safety deposit boxes and instant issue debit cards where applicable. Image checks and balance cash throughout the day.</p>
35%	<p><u>Sales & Service:</u></p> <p>While embedded in most transaction visits, sales and service of Atlantic products is key to the success of this position and our organization. Full support of Atlantic initiatives that could improve the member's financial quality of life is an expectation to share with our members.</p>
5%	<p><u>Other Duties:</u></p> <p>Performs other duties as assigned.</p>

Core Competencies & Performance Measures	
1	Member Service Excellence: Ability to respond to or anticipate member needs as outlined in our Mission, Values and Service Standards.
2	Conflict Resolution: Works to resolve differences and maintain work relationships in a professional manner.
3	Ethics: Has personal and professional ethics and fosters a diverse and respectful workplace.
4	Interpersonal Awareness: The ability to notice, interpret and anticipate others' concerns or feelings.
5	Attentive Listener: Listens attentively to others without reflecting self or interrupting.
6	Builds Collaborative Relationships: The ability to develop, maintain and strengthen partnerships with those in and out of your department, the credit union and externally.
7	Communication Skills: Can use language effectively and respectfully both in written and verbal form.
8	Problem Solving: Independently solves problems while ensuring rules and policies are followed.
9	Accuracy: Maintain a high level of transaction accuracy.
Experience, Education, Interpersonal Skills & Knowledge Requirements	
Experience	Six months to two years of similar or related experience.
Education	A high school diploma or GED
Interpersonal Skills	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature.
Knowledge Requirements	Written/verbal communication skills are critical. Functional with software packages including MS Office and core processing.
Physical Requirements & Environmental Surroundings	
The physical requirements of this position are minimal lifting, a reasonable amount of standing at a workstation and computer screen. Very little sitting. A comfortable temperature, good lighting and clean environment. A positive culture is present and practiced while encouraging each individual to contribute to that team while strengthening professional growth.	
Travel	
A minimal amount of travel is required for this position. Travel time for non-exempt employees will be paid at their current hourly rate.	
Important Information Regarding This Job Description	
This Job Description is not a complete statement of all duties and responsibilities. While not all inclusive, it is written in good faith and knowledge that duties change during the course of time and will be reviewed annually	