



Credit Union Teller

Requisition ID	2016-722785	Category	Finance/Accounting/Payroll
Position Type	Full Time	Shift(s)	Days
Department	Rec Clg Credit Union	Location	US-MO-Springfield

More information about this job:

Overview:

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This position is responsible for receiving Credit Union members and prospective members in person and by telephone, providing general Credit Union information. Performs related duties as assigned.

Responsibilities:

Greets members immediately and offers assistance as soon as they enter the facility.

Receives members personally or by telephone, determines the nature of the members business and either transacts the member's requests or refers them to the suitable staff member. Handles withdrawals, address changes, payroll status's, stops, or changes, and signs up new members. Greets and offers immediate assistance to members when they enter the facility.

Process member request efficiently and accurately.

Cross-train in all front line operation duties.

Responsible for safeguarding member information and keeping any knowledge confidential to be used only in providing appropriate financial services.

Determines eligibility of applicants and ensures that all accounts are opened in accordance with current policies and procedures.

Utilizes tact and experience based knowledge to resolve member complaints/problems and explains specific policies and procedures.

Processes special requests for checking account check orders, stop payment orders and photo copies.

Receives checks and cash for deposit and payments, verifies deposit amounts, examines checks for endorsement and whether negotiable and enters transactions into the Credit Union records via an on-line data terminal.

Cashes checks and processes savings and checking withdrawals upon member verification. Inspects all negotiable items presented for cash to determine if they are negotiable.

Determines members needs and cross-sells Credit Union services explaining the various types of accounts, current interest rates and other services available.

Receives payments for loans and enters the transaction into Credit Union records via on-line data terminal.

Responsible for balancing each days transactions and verifies cash totals.

Places hold on checks when needed.

Complies with Credit Union policies and procedures.

Observes universal precautions consistently.
Wears proper personal protective equipment when appropriate.
Wears clothing and Health System badge consistent with dress code, and attends to personal hygiene to maintain a clean, well-groomed appearance.
Meets Health System attendance standards.
Performs additional duties as assigned.

Qualifications:

Qualifications

Education: High school graduate or equivalent.

Licensure: None required.

Experience: One to two years cash handling experience or related experience.

Certifications: None required.

Other: Skills, Knowledge, and Abilities: Must have good communication skills. Must have thorough knowledge of financial institutions services. *Equipment Used:* Computers and other related Credit Union equipment.

Preferred Education:

Preferred Licensure:

Preferred Experience:

Preferred Certifications:

Preferred Other:

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