

## Job Description

### Teller

#### General Purpose

Accurately and efficiently process and record routine transactions for bank customers including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Promote and advise on the bank's products and services.

#### Main Job Tasks and Responsibilities

- identify customers, validate and cash checks
- accept cash and checks for deposit and check accuracy of deposit slip
- process cash withdrawals
- perform specialized tasks such as preparing cashier's checks, personal money orders
- perform services for customers such as ordering bank cards and checks
- receive and verify loan payments, mortgage payments and utility bill payments
- record all transactions promptly, accurately and in compliance with bank procedures
- balance currency, cash and checks in cash drawer at end of each shift
- answer inquiries regarding checking and savings accounts and other bank related products
- attempt to resolve issues and problems with customer's accounts
- Ability to identify member financial needs, goals and objectives; comfortable asking members about their personal finances.
- explain, advise on and promote bank products and services to customers
- identify referral opportunities and make relevant referrals
- ensure compliance with all internal controls and established policies and procedures

#### Education and Experience

- high school diploma or equivalent
- some clerical, administrative, cash handling, sales or customer service experience preferred
- knowledge of customer service principles
- relevant computer skills
- Previous retail banking or credit union experience a plus

## **Key Competencies**

- strong numerical ability
- good listening and communication skills
- customer service orientation
- accuracy and attention to detail
- time management
- problem solving
- honesty and integrity
- teamwork
- stress tolerance

**WORK ENVIRONMENT:** The following is intended to give an overview of the work environment of the position, but is not an exhaustive list

Hours can vary from 7:30am-6:30pm M-F and Saturday 9:00am-12:00pm.

- Standing or sitting for extended periods of time.
- Must be able to work at a rapid pace for long periods of time (typically no longer than 8 hours).
- Must be able to push, pull, pull up, bend, lift at the knees and waist, twist body at the waist, raise and hold arms overhead, turn head-neck-shoulders as needed, grasp other items with hands, for either extended periods of time or many times throughout the workday.
- Must be able to work overtime to the extent necessary.

**The Credit Union is committed to providing qualified applicants and associates reasonable accommodation, when necessary, to enable the individuals to complete the application process and/or perform the essential functions of the job. An applicant and/or associate requiring reasonable accommodation to perform any essential job function, should contact Phil Weber @ 816-842-0727. Central Communications Credit Union is an equal opportunity employer.**