

## SUN EAST FEDERAL CREDIT UNION

### POSITION DESCRIPTION

POSITION TITLE: Senior Teller

REPORTS TO: Branch Manager

### POSITION PURPOSE

Responsible for accurately and efficiently performing face to face member transactions, answering basic product inquiries from members, and assisting members with basic account services, such as check orders and requests for check copies in a pleasant and positive manner. Also responsible for the daily operations of the Teller Line.

- Be open to learning new processes and methods and take the initiative to apply them to your job
- Listen carefully to directions and be able to follow and put into operation
- Complete the expected level of certification and training as required

### JOB SPECIFIC DUTIES

- Schedules the activities of the Teller Line
- Handles opening and closing the vault and office daily, including setting alarms as required
- Dispenses teller cash and settles the cash vault daily, ordering and shipping cash as necessary
- Responsible for the settlement of the office and cash dispensers daily
- Assists Tellers with locating and correcting any differences
- Maintains effective two-way communications between the Teller Line and Branch Manager to insure an efficient working environment
- Sells, orders, settles and audits travelers cheques
- Performs audits of Tellers on a monthly basis
- Performs testing of security pacs on a regular basis
- Processes member account transactions through the computer system
- Accepts and disburses cash as required
- Settles cash drawer
- Processes night deposits, quick drop deposits, and mail transactions, as required
- Cross sells members on all credit union products, services and CUSO
- Processes MasterCard cash advances and settles POS terminal daily
- Resolves member account problems and questions
- Settles and refills MAC machine and other cash dispensers; ensures that MAC machine and dispensers are filled, settled and in working order

- Responsible for encoding the checks and prepares deposit ticket for daily check transmittal; maintains the encoder and the micro-filmer in proper working order
- Responsible for the training of new Tellers
- Resolves teller questions and problems
- Orders checks for members through the Harland on-line system
- Orders copies of cancelled checks for members
- Completes basic payroll changes
- Resolves MAC card problems through the computer system and orders new cards, or reissues cards, when necessary
- Closes out member accounts, when necessary
- Responsible for ordering all teller supplies
- Ensures that daily teller work is accurately maintained and shipped to storage
- Files signature cards
- Other duties as assigned

#### SKILLS AND/OR QUALIFICATIONS

Good math skills and PC knowledge; good public relations skills; previous Teller experience; ability to communicate effectively; good interpersonal skills; good organizational skills.