



Seneca Nation of Indians Federal Credit Union
12837 Route 438
Irving, NY 14081
716-532-8179

JOB DESCRIPTION

Position Title:	Teller (Level 1) Part-Time	Date:	January 2022
Department:	Member Service	Status:	Non-Exempt
Reporting To:	Assistant Manager/Operations Manager	Wage:	\$14

POSITION SUMMARY

Perform limited transactional duties to serve members by receiving or paying out funds with high degree of accuracy. Maintain accurate transactional records, providing basic cash receipt and payment services in accordance with credit union policies and procedures.

ESSENTIAL JOB FUNCTIONS

Duties and Responsibilities:

1. Greet and welcome members to the credit union in a courteous, professional and timely manner, providing prompt, accurate, and efficient member transactions.
2. Receive share/checks and cash for deposit to accounts, verify amounts, examine share draft/checks for proper endorsement, and enter deposits into computer records.
3. Cash share drafts/checks and process withdrawals; pay out money after verification of signatures and member balances.
4. Maintain an up-to-date and comprehensive knowledge on all credit union products and services that are handled or promoted by tellers. Maintain an up-to-date and comprehensive knowledge on all related policies and procedures, rules and regulations for the teller are, including robbery procedures.
5. Promote, explain, and cross-sell other credit union services such as consumer loans, IRA's, certificates, debit cards, on-line banking, and money orders.
6. Receive consumer loan, and other payments, and ensure the payments match balances due. Enter payments into computer. Generate member receipts.
7. Place hold on accounts for uncollected funds.
8. Count, check and package coins and currency.

9. Balance cash drawer at the end of the shift and compare totaled amounts to computer-generated proof sheet. Research and resolve discrepancies. Report any discrepancies to management.
10. Ensure that the teller station is properly stocked with forms, supplies, brochures, etc.
11. Report malfunctions of teller terminals and other equipment used at the teller station
12. Check night depository bags and record proper information according to credit union procedures.
13. Able to carry 20lbs.

UNIVERSAL BEHAVIORS

Knowledgeable and Experienced

- I promise to take personal ownership for learning and using that knowledge to provide value to those that I serve by:
 - Looking for answers until I find them.
 - Seeking opportunities to learn from others.
 - Appreciating and respecting others views.
 - Acknowledging mistakes and learning from them.
 - Going out of my way to share my knowledge and experience.

Striving for Operational Consistencies

- I promise to make it easy for you through consistency, efficiency, and accuracy by:
 - Doing it right the first time, being thorough and accurate.
 - Taking pride and ownership in my work
 - Making and keeping commitments.
 - Continuing to look for better ways to do things and challenging the status quo.

Rewarding Work Environment

- I promise to show care, compassion, and respect toward everyone I interact with by:
 - Being approachable and accessible to others.
 - Creating a pleasant work environment for each other.
 - Always asking what more I can do.
 - Resolving differences promptly
 - Recognizing the contributions of others.
 - Embracing diversity in the workplace.

Committed to Member Service

- I promise to deliver exceptional member service by:
 - Interacting with a natural and genuine friendliness.
 - Being courteous and respectful.
 - Creating a welcoming environment.
 - Exceeding your expectations.
 - Sharing the moment and finding common ground.

MINIMUM QUALIFICATIONS:

High school diploma or GED two year of related experience, preferred cash handling experience, excellent mathematical ability, excellent interpersonal skills, accuracy, become bondable, and must submit to and clear credit check by NCUA.

Position is subject to Background Check, Pre-Employment and Random Drug Screens.

(This position description is not meant to be all inclusive but to give a general outline of duties to be performed.)