San Antonio Citizens Federal Credit Union

Job Description

Job Title: Teller

Reports to: Assistant Area Manager

Summary: Perform transactional duties to serve members by receiving and paying out funds with high accuracy.

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) Process deposit, withdrawals and loan payments in a timely and accurate manner.
3) Issue Official Checks and Money Orders.
4) Process Visa Cash Advances
5) File Currency Transaction Reports (CTR) when applicable.
6) Balance cash drawer daily.
7) Develop a working knowledge of the Credit Union's electronic data processing system.
8) Work with members to resolve complaints
9) Ensure compliance with credit union policies and procedures
10) Answer incoming phone calls
11) Assist in any area as requested by supervisor
12) Continue to develop a working knowledge of the credit union's electronic data processing system
13) Continue to develop an understanding of credit union history, philosophy, organization by-laws and operational procedures
14) Complete PC training modules assigned with a minimum score of 80 percent on each module

Education
High School Diploma or equivalent required

Qualifications

Knowledge
- General knowledge of Microsoft Office Suite (Word, Excel, Outlook)
- Knowledge of credit union products and membership

Skills
- Excellent verbal, written communication and interpersonal skills; including telephone skills in order to interact professionally and effectively with members, staff and others
- Good organizational skills with the ability to multitask
- Excellent attention to detail
- Accurate cash handling skills
- Proficient typing and calculator skills

Abilities
- Ability to work in a team environment
- Ability to work flexible hours at management's request
- Ability to work with a high level of independence

Work Environment
- Must be able to sit and stand for an extended periods of time
- Must be able to utilize/view a monitor for extended periods of time
- Must frequently use a keyboard to enter data

Note: The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.