

Evergreen Credit Union
Structured Compensation - Job Description
Teller

Data Year: 2020
Prepared On: 07/16/2020

Department:	Operations	Grade:	4
Reports To:		Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:		Effective Date:	01/01/2010
		Revised Date:	07/16/2020

Role:

To assist members with their financial transactions, involving paying and receiving cash and other negotiable instruments.

Essential Functions & Responsibilities:

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|---|-----|--|
| E | 55% | Receives and processes member financial transactions, including deposits, withdrawals and loan payments; sells money orders and travelers checks to members; transfers amounts from member accounts as directed. |
| E | 10% | Welcomes members and provides routine information concerning services and directs members to appropriate department for specific information and service. |
| E | 10% | Post transactions to member accounts and maintain member records. |
| E | 10% | Balances cash drawer and daily transactions. |
| E | 5% | Cross-sells credit union services. |
| E | 5% | Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone. |
| N | 5% | Other duties as assigned. |

Performance Measurements:

1. To provide friendly, professional, personal service to all members.
2. To balance at least XX% of the time, being no more than \$X off and with total offages not to exceed \$XX in a X month period.
3. To handle an established XX% of branch/department transactions as determined by department head to be measured in performance evaluation goals.
4. To strive for posting accuracy, measurement to be determined by department manager and to be measured in employee performance evaluation goals.
5. To make a minimum of X sales referrals per month.
6. To maintain a dependable record of attendance and timeliness.
7. To troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner.

Knowledge and Skills:

Experience Up to six months of similar or related experience.

Education A high school education or GED.

Interpersonal Skills Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.

Other Skills Ten key calculator and computer keyboard by touch. Must be good with detail to deal with numbers and names.

Physical Requirements

Work Environment

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature