

Overview

Join our dynamic team as a **Back-Up Teller Supervisor (Windham)**, where you'll play a vital role in ensuring smooth operations and exceptional member service. In this energetic and fast-paced position, you will serve as the first point of contact for members, processing financial transactions accurately and efficiently, maintaining cash drawer integrity, and providing personalized solutions. As a Back Up Teller Supervisor you will step in to perform operational and supervisory functions in the absence of the Teller Supervisor. This position assists in overseeing daily teller operations and serves as a resource for staff when the teller supervisor is unavailable ensuring operational continuity, adherence to policies, and consistent member experience. The Back Up Teller Supervisor role combines advanced teller responsibilities with leadership support, coaching, and operational oversight. This role offers an exciting opportunity to develop your leadership skills while contributing to a trusted financial institution dedicated to community service and financial empowerment.

Responsibilities

- Perform transactions accurately and efficiently, which includes but is not limited to deposits, withdrawals, loan payments, selling money orders/cashier's checks and transfer funds from member accounts as directed.
- Ensure compliance with all credit union policies and regulations to include but not limited to BSA, AML & CIP.
- Balances cash drawer and follow dual control procedures.
- Verify signatures, endorsements and properly identify members/nonmembers to reduce fraud risk.
- Assure that appropriate records are maintained and required reports are prepared.
- When the Teller Supervisor is out you will act in their capacity to assist in supporting the daily activities of the branch and Teller Supervisor functions including and not limited to ATM and vault balancing, check approvals, and providing overrides. If applicable you will order cash requirements for your branch at the Credit Union, assist in teller drawer audits/outages, inventory/supply ordering, troubleshooting issues on the ATM, Cash Recyclers and debit card machine, cash management of machines.
- Delivers exceptional member service by effectively using open-ended questions to uncover needs and recommend appropriate solutions. Actively promote and cross-

sell credit union products and services to meet member needs and organizational goals.

- Maintain knowledge of credit union offerings, policies, and procedures to provide accurate information and guidance.
- Acts as liaison between members and various organizations and departments.
- Performs a variety of miscellaneous tasks including typing, filing, computer input and answering the telephone
- Performs other job-related duties as assigned.

Join us in delivering outstanding member experiences while advancing your career in a vibrant environment committed to growth, teamwork, and community impact!

The successful candidate will have the following background:

- 1 to 3 years of experience in financial services or of similar or related experience preferred
- Excellent communication skills with a high degree of professionalism and discretion
- Strong attention to detail with excellent organizational skills
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- High school diploma or GED required

Evergreen Credit Union offers an amazing benefits package including medical, dental, vision, a 401(k) plan with organization match and core funding, short-term and long-term disability, generous PTO, tuition assistance, identity theft protection, and—most importantly—an amazing workplace culture! If you are a hard worker dedicated to providing world-class service and want to be a part of a team that loves where they work, we encourage you to apply! If you are interested, please send your resume to Laura Briggs, VP of Training & Development, at lbriggs@egcu.org.

Evergreen Credit Union was founded in 1951 and proudly serves individuals, families and local businesses throughout Cumberland, Oxford, Androscoggin, Sagadahoc, and Lincoln counties. We strive to benefit our members, neighbors, and community organizations by donating our time and resources. We have been successful thanks in large part to the personal, caring service our employees offer. Evergreen aspires to treat our employees as well as we treat our members. We look for employees who are dedicated to hard work, excellent service, and the community. Learn more about our Community Partners on our website at <https://www.egcu.org>.

Evergreen Credit Union is an Equal Opportunity Employer and does not discriminate on the grounds of race, color, religion, sex, sexual orientation, including gender identity and gender expression, national origin, citizenship status, age, disability, genetic information or veteran status.

EOE/Minorities/Females/Vet/Disabled