



## **Teller Job Description**

### **Job Description**

The purpose of a Teller is to accurately and efficiently assist credit union members with their financial transactions, resolve problems, assist with questions and perform a variety of duties to support operations, internal departments and retail functions and promote and advise on the credit union products and services.

### **Essential Functions & Responsibilities:**

- It is the responsibility of the Teller to deliver outstanding service to members, as well as the internal team and the community; additionally represent the Credit Union in a professional and friendly manner, both internally and within the community.
- Maintains working knowledge of the Credit Union's products and services, operations policies and procedures.
- Process member transactions accurately and promptly.
- Provides friendly, responsive services to members and cross sells appropriate products and services to benefit the member.
- Cross-sells credit union products and services.
- Complete all required annual regulatory training as assigned
- Ensures high quality communications to ensure member needs are met.
- Performs other related duties as assigned.

### **Experience and Education:**

**Experience** – Preferred 1 Year: Cash handling; Credit Union/Banking; Customer Service

**Education** - A high school diploma or equivalent, or other related employment experience.

**Other Skills/Abilities** Must have good communication skills. Knowledge and proficient use of Microsoft computer applications to include Word, Excel and Adobe Acrobat. Must be capable of operating all types of office equipment including computer, copy machine, fax and telephone.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an indoor office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Job Type:** Full-time

**Schedule:** Monday to Friday

**Location:** Williamsville, New York

**Pay:** \$16.00 - \$18.00 per hour

**Supplemental Pay:** Bonus pay

### **Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance