



Job Description

TITLE: Head Teller

REPORTS TO: Branch Manager, Area Manager, C.E.O.

CLASSIFICATION: Non- Exempt

Position Purpose: Responsible for the supervision of the teller/lobby area. Guide and advise tellers and receptionist(s) in the efficient and accurate handling of member needs. Solve member problems, resolve teller issues, and help with complex work-related matters. Perform all teller functions as needed. Ensure a high level of accuracy in all teller transactions.

Job Responsibilities:

- Assist Branch Manager with the teller operations area by scheduling hours, assigning work, answering questions, solving problems, helping with complex transactions and sensitive member relations problems, and explaining policies and procedures to tellers and members.
- Ensure that staff is trained and cross-trained in all phases of their particular jobs and in all credit union products and services to ensure the highest quality of service to members. Ensure that Member Experience is consistently practiced.
- Establish and maintain effective employee relations. Resolve employee relation issues.
- Assist Branch Manager in evaluating the job performance of tellers and receptionist(s) to ensure quality of work and service to members.
- Develop, apply, and evaluate policies and procedures for the department. Ensure that staff comply with policies and procedures and understand changes in requirements. Maintain a thorough knowledge of policies and procedures and trends in the credit union industry, with particular attention to the Bank Secrecy Act, Patriot Act, and with robbery procedures.
- Hold periodic staff meetings to discuss areas needing improvement, changes in procedures, new developments or services, and to present general information. Encourage the exchange of ideas.
- Assist tellers as required with member questions or any transactional question that needs clarification.
- Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the cashier/teller area.
- Serve as vault teller for the credit union, to include ordering cash from the Federal Reserve, verifying cash received, filling teller cash orders, maintaining vault security, and balancing vault cash, ATM, Recycler, Coin Machine.
- Approve member transaction exceptions and authorize service fee refunds to members when necessary.
- Oversee a proper availability/maintain an adequate supply of daily cash, which includes vaults, money orders, gift cards, ATM, Cash Recycler, Acadiana High School, and School Board ATM.
- Investigate teller losses and institute corrective flow of work and/or corrective disciplinary action.
- Oversee work schedules for full-time and part-time employees in the teller/lobby area to ensure proper service to the membership.
- Facilitate the distribution of ATM, night drops & mail payments, and scanning of member service documents.
- Review, maintain, and ensure completion of all transaction & security logs.
- Oversee & ensure the completion of monthly audits, including but not limited to, cash drawers, ATM, Recycler, gift cards, money orders.

NOTE: The list of essential functions is not exhaustive. It may be supplemented as necessary from time to time.



Job Specifications

1. Professional, well-developed interpersonal skills essential to deal courteously and effectively with a diverse group of callers and visitors.
2. Work requires knowledge of a multi-line phone system and work processing.

These characteristics are normally acquired through completion of high school. Experience at a financial institution preferred.

3. Intermediate mathematical skills required (calculation and concepts involving decimals, percentages, fractions, etc.)
4. Work required frequent lifting of up to 20 pounds and occasional lifting of up to 35 pounds when carrying boxes and supplies to the stock room. This activity also requires frequent standing, and occasional bending, squatting, twisting and reaching.

Disclaimer

The above information on this 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.