

## **Notre Dame Federal Credit Union Job Description**

**Title:** Teller

**Grade Level:** Non-exempt, Grade 4

**Status:** Full Time or Part Time

**Reports to:** Branch Manager

**Date Prepared:** November 9, 2007

**Prepared by:** Tim Martin, AVP Branch Administration

### **Primary Functions:**

Meeting and exceeding our member's service expectations by performing teller and assigned member service functions efficiently and accurately. Ensuring that our member's financial needs are being met by referring products and services to our members. Contributing to the achievement of Notre Dame Federal Credit Union's Strategic Goals by actively working to achieve individual branch and team goals. Following and adhering to all Compliance regulations, Notre Dame Federal Credit Union's Policies and procedures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES.** Other duties may be assigned.

### **Service Responsibilities**

- Provide prompt and courteous service to our members by following Notre Dame Federal Credit Union's Service Expectations Model.
- Actively engage members in conversations about their banking needs and refer Notre Dame Federal Credit Union products and services that meet those needs.

### **Teller Functions**

- Provide one or more of the following services for members, in person, by telephone or by mail or ATM deposit:
  - Processes deposits to share, share draft, and other savings accounts.
  - Disburses cash or check withdrawals.
  - Provides travelers checks, money orders, credit card advances and line of credit advances.
  - Receives loan payments and service charge payments for services.
  - Process transfers between accounts and memberships as required.
  - Process automatic distribution forms, recording allotments according to member's requests.
  - Redeems and sells US Savings Bonds.
- Operate on-line teller terminal and accurately records amounts received and prepares reports of transactions.

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- Daily opens and closes his/her Teller terminal, accounts for cash assigned, received and disbursed. Accurately balances to teller terminal close report and remits daily work to Teller Supervisor for disposition.
- Performs such other duties as might be assigned from time to time, including but not limited to, check scanning, ATM balancing, address changes, filing, answering telephone, processing mail and assisting employees in other departments as needed.

### **Member Service Functions**

- Provide members with assistance for their depository and loan accounts, including, but not limited to:
  - Ordering personal checks and providing counter checks.
  - Issue and process stop payment orders
  - Fulfill direct deposit, ACH and internal deposit requests.
  - Provide account information to members.
  - Process address change requests.
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- Provide assistance in receiving members in person and by telephone.

### **SUPERVISORY RESPONSIBILITIES:**

None.

### **PERFORMANCE STANDARDS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This would include providing excellent member service, the ability to handle cash transactions accurately and to balance teller drawer with very minimal or no offages. In addition applicants will be successful by the referral of Notre Dame Federal Credit Union products and services to members and by demonstrating a cooperative, positive aptitude towards members and fellow employees along with having sound interpersonal skills. .

### **QUALIFICATION REQUIREMENTS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

### **EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED); plus six to twelve months related experience or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS:**

. Qualified individuals must have the ability to read and comprehend simple instructions, short

correspondence, and memos. Also such persons should be able to write simple correspondence and to effectively present information in one-on-one and small group situations to members, potential members and other employees of the organization.

**MATHEMATICAL SKILLS:**

The ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals will be required. In addition a person must be able to compute rates, ratios, and percents.

**REASONING ABILITY:**

This position will require the ability to interpret a variety of instructions furnished in written or verbal form, including but not limited to e-mail instructions, memos and on-line procedural manuals. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form and to deal with problems involving several concrete variables in standardized situations will be required.

**OTHER SKILLS and ABILITIES:**

This position will also require the ability to operate customary office machines such as photocopiers, fax, adding machine, typewriter, check encoding machine, and check writer. Familiarity with a Windows-based computer environment.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand, walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include the ability to adjust focus.

**WORK ENVIRONMENT:**

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

The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee occasionally works near moving mechanical parts, and is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate, but may increase to somewhat louder when printer operations are involved.

**MENTAL DEMANDS:**

The employee is frequently required to use alertness, precision, resourcefulness, problem solving, numeric

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calculations, persuasiveness, auditory perception, memory, creativity, concentration, judgment, writing ability, reading ability, reasoning, imagination, initiative, patience, visual perception, comparing, analyzing, instructing and supervising.

**REGULATORY COMPLIANCE & CONFIDENTIALITY**

Follows regulatory and policy compliance requirements, which would include those efforts in compliance with Bank Secrecy Act (BSA), Office of Foreign Asset Control (OFAC) and Anti-Money Laundering (AML) Regulations, and other compliance related Policies. Also this position requires maintaining confidentiality with regard to non-public information about our members and the University of Notre Dame.

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Employee

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Date

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Human Resources

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Date