

Vantage Point Federal Credit Union

Job Description: Teller

The Teller is responsible for servicing members with their needs in person and over the phone. Ability to proactively engage in professional, positive, and productive communication with members who are utilizing credit union products and services. Responsible for approving and processing transactional requests, providing education on products and services, and facilitating guidance for digital needs. Tellers are expected to build a lasting professional relationship with the members.

Duties & Responsibilities

- **Assumes responsibility for the efficient, effective, and accurate performance of assisting members, in person, by telephone or by mail.**
 - Provide exceptional service by greeting members with a smile and warm tone.
 - Properly identify members as outlined in procedures.
 - Process deposits to share, share draft, and other accounts.
 - Monitor deposit amounts, and examines documents for endorsement and negotiability.
 - Disburse cash or check withdrawals.
 - Receive loan and credit card payments.
 - Provide official checks.
 - Sell money orders and pre-paid visa cards.
 - Process credit card cash advances.
 - Process transfers between accounts as required.
 - Balance cash drawer daily, requesting replenishment as needed.
 - Guide members through self-service handling of account maintenance requests through digital channels.
 - Actively market and cross-sell current and products and services of the credit union. Educate members on the features and benefits of products and services.
 - Help control the flow of traffic at the branch while creating a pleasant, welcoming, and secure environment for all who enter.
 - Close accounts upon request, while attempting to retain membership and resolve member concerns.
- **Assumes responsibility for establishing and maintaining effective, professional relationships within the organization, with members, and within the community.**
 - Maintain ownership of delivering a consistent exceptional member service experience to visitors and members alike. Encourages member usage of online reviews to validate service delivery standards.

- Follow all policies and procedures regulated by the credit union, including guidelines for preventing fraud and robbery, as well as governmental policies and procedures.
 - Maintain privacy of member account information.
 - Ensure members' requests and questions are promptly resolved.
 - Escalate matters to the appropriate channels for resolution.
- **Assumes responsibility for establishing and maintaining effective communication and positive working relationships with management and within the organization.**
 - Cognizant of individual goals, branch production and impact to organizational success; Leads by example with integrity and approach sales opportunities with confidence and enthusiasm.
 - Assists other departments in meeting the needs of members, when necessary.
 - Attend meetings as required.
 - Keep management informed of any significant problems or concerns.
- **Assumes responsibility for related duties as required or assigned.**
 - Involved in vault operations and ordering of cash.
 - Assist management in regulating necessary vault/cash audits and supplying Compliance with necessary monthly documentation.
 - Compile branch month end work boxes, label appropriately for retention.
 - Ensure branch supplies are maintained.
 - Accurately balance transactions at end of business day, or as required.
 - Performs such other functions that might be needed from time to time and assists others to complete tasks and work assignments.

Knowledge and Experience

- **Education/Certification**
 - High school graduate or equivalent.
- **Required Knowledge**
 - General knowledge of policies, and procedures.
 - Basic understanding of credit union operations.
- **Experience Required**
 - One to two years of related experience.
- **Skills/Abilities**
 - Excellent communication and public relations skills.
 - Ability to analyze accounts.
 - Attentive to detail.
 - Well organized.
 - Ability to assist others.
 - Able to use 10-key, PC, telephone, and other related business equipment and application software and platforms.