

ARC FEDERAL CREDIT UNION

Position Description

<u>Title</u>	<u>Company</u>
Head Teller 7 th Ave Branch	ARC Federal Credit Union
<u>Qualifications</u>	
Bachelor's Degree in related field or at least 3 years related work experience.	
<u>Special Requirements</u>	
None	
<u>Organizational Relationships</u>	
Responsible To: Teller Manager	
Responsible For: 7th Avenue Member Service Representatives (MSRs)	

General Requirements

Accountable for all cash on premises. Supervise all MSRs in absence of the Teller Manager. Assume specific duties and responsibilities assigned by the Teller Manager.

Essential Functions

- Assist Teller Manager in supervising the MSR Department:
 - Assigning work to the MSR staff, answering questions, solving problems, help with complex and sensitive transactions, explaining policies and procedures to MSRs and members
- Account Opening
- Guide and advise MSR'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
- Assist Teller Manager in making sure that MSR staff is trained and cross trained in all areas of their particular job title and in all credit union products and services to ensure the highest quality of service to our members
- Maintain a highly motivated and well trained staff
- Establish and maintain effective employee relations. Resolve employee relation issues

- Develop, apply, and evaluate policies and procedures for the department. Ensure all staff complies with policies and procedures and understands changes in requirements. Maintain a thorough knowledge of policies, 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 and ways to improve the credit union and ways to cross sell.
- Approve withdrawal of funds for members with less than the required identification
- Maintain adequate supply of money orders, cashier checks, and gift/travel cards
- Maintain knowledge of all State and Federal regulations that are applicable to the transactions performed in the teller area
- Serve as a vault teller for the credit union such as ordering cash from the Federal Reserve and verifying the cash upon delivery
- Approve member exceptions and authorize service fee refunds to members whenever deemed necessary
- Oversee proper availability of daily cash for the credit union
- Investigate teller losses and institute corrective flow of work and/ or corrective disciplinary action
- Work with Teller Manager to oversee work schedules for MSR department to ensure proper service to the membership

Physical Requirements

This Position Description covers only the Essential Functions for this position. The incumbent is expected to satisfactorily perform other related duties as assigned. All tasks are subject to possible reasonable accommodation with respect to statutorily protected individuals with disabilities.