



POSITION DESCRIPTION

TITLE: *Vault Teller*

DEPT: Operations

EMPLOYEE:

REPORTS TO: *Teller Supervisor*

ROLE:

The primary function of this position is to assist our members in completing their financial transactions while ensuring superior member service to both internal and external members. A key component of this service is accurate teller transactions. The Vault Teller will be responsible for maintaining appropriate cash levels within the vault and cash dispensers.

JOB DUTIES AND RESPONSIBILITIES:

- Responsible for delivering a high level of member service to internal and external members in accordance with the credit union's service initiative.
- Meets all established service and referral goals
- Provides information concerning credit union service and policies and refers members to the appropriate specialist in order to meet the member's needs.
- Has a working knowledge of the services and products the credit union offers.
- Processes cash/ check transactions including deposits, withdrawals, loan payments, transfers, travelers checks, and money orders.
- Processes mail and night drop as necessary.
- Performs financial transactions both accurately and efficiently while maintaining confidentiality.
- Complies with security regulations and watches out for and recognizes account flags.
- Balances cash drawer daily.
- Assists in meeting and exceeding individual, team, and credit union goals.
- Processes and reconciles various daily reports.
- Balances the main cash vault on a daily basis and cash dispensers as needed.
- Works closely with Teller Supervisor to determine appropriate cash levels and order currency from the Federal Reserve on an as needed basis.
- Responsible for verifying the currency shipments as they arrive from the Federal Reserve.
- Processes cash requests from the teller team to help them stay within their own individual drawer limits.
- Performs other duties as assigned.

EXPECTATIONS:

1. To provide friendly, prompt, professional, and accurate service and support to all members and co-workers.
2. To maintain knowledge of financial services offered by the Credit Union
3. To maintain a professional work environment and businesslike appearance.
4. To adhere to company policy regarding attendance and punctuality.
5. To participate as a team member in the department.
6. Position may be scheduled up to 40 hours per week. Hours and schedule will be determined by department supervisor.
7. Must be able to meet the company requirements and standards as they pertain to drawer accuracy and continuing regulatory knowledge.

QUALIFICATIONS AND POSITION REQUIREMENTS:

Experience: Minimum three years teller experience. One year or more of customer service is also required.

Education: A high school education or GED

Interpersonal Skills: Must have a pleasant personality with the ability to communicate effectively, ability to get along with co-workers and members, dependable and punctual and must be able to retain confidential information and make mature and professional decisions based on knowledge of Credit Union policies and procedures.

Other Skills: Must be efficient and accurate with a calculator and a computer.
Must be able to handle large amounts of cash accurately.
Must be able to effectively communicate with members.
Must be able to compose written correspondence.

I have received and reviewed a copy of this original position description.

Date: _____

Signature: _____