

Position Description

Job Title:	Teller I		Job Code:
Line of Service:	Federal		
Team:	Retail		
Location:	Chicago		
Reports to:	Branch Manager		
Direct Reports:	None		
Type of Position:	<input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Temporary/Contractor	<input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/> Exempt	<input type="checkbox"/> Intern <input type="checkbox"/> Other _____
Written By/Approved Date: <i>R. Francis, Terri Harris 05/16/13</i>	Revision date:		

POSITION SUMMARY

Serve as a liaison between the member and the credit union. Provide account information by phone or in person, as well as information on the full range of credit union products and services. Open accounts for members, resolve issues, and professionally handle the member's daily needs. Provide a variety of transactional services to members.

PRINCIPAL DUTIES & RESPONSIBILITIES:

<p>MEMBER SERVICING</p> <ul style="list-style-type: none"> • Greet and welcome members and visitors to the credit union in a friendly and professional manner. Provide prompt, efficient and accurate service in the processing of transactions. • Perform account transactions and maintenance as authorized, including processing share deposit payments, loan payments, CD transactions, lines of credit advances, and account transfers; disbursing cash and check withdrawals; monitoring receipts, counting cash and performing reconciliations; adding joint owners, completing address changes and competing any other necessary teller functions. • Provide general and specific service-related information concerning credit union services or policies in-person or by-telephone. • Respond to members' inquiries, requests, problems, and complaints and/or direct them to the appropriate person for specific information and assistance. • Promote credit union products and services based on member's needs. • Refer loan product inquiries to Branch Manager. 	<p>90%</p>
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CASH HANDLING AND BALANCING <ul style="list-style-type: none"> Open, close and balance cash drawer daily. Maintain drawer cash levels within prescribed amounts. 	5%
OTHER <ul style="list-style-type: none"> Other duties, responsibilities, and projects as assigned. <p>All job duties, responsibilities and projects to be performed in accordance with credit union policies and procedures.</p>	5%

TOTAL=100%

This position description is intended to describe the duties most frequently performed by an individual in this position. It is not intended to be a complete list of assigned duties but to describe a position level. Furthermore, the essential functions are listed above and reasonable accommodations will be made to meet the requirements of the American with Disabilities Act.

EDUCATION AND/OR EXPERIENCE

- High school diploma or equivalent and one (1) to two (2) years of experience in banking or retail.

KNOWLEDGE, SKILL AND ABILITY

- Demonstrate Self-Help's corporate competencies:
 - Mission and Values
 - Standards of Excellence
 - Teamwork and Collaboration
 - Initiative and Follow-Through
 - Customer Focus
 - Communication
- Attention to detail.
- Ability to effectively organize and prioritize work.
- Excellent interpersonal skills.
- Ability to form and maintain strong relationships with internal and external customers.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Knowledge of basic economic and accounting principles and practices, the financial markets and banking.
- Analytical and problem solving skills.
- Ability to use keyboard and data entry skills.
- English/Spanish fluency is required.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

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 with disabilities to perform the essential functions.

- Close vision is required.

- The employee is regularly required to: walk and stand; use hands to finger, handle or feel; type and use a keyboard; talk and/or hear; and reach with hands and arms.
- Employee is occasionally required to sit.
- The employee must occasionally lift and/or move up to 10 pounds.