



Position Title		Division
Head Teller		Retail Banking
Reports To:	Department	Date
Branch Manager	Various	November 2017
Supervises	FLSA	Revised
Assistant Head Teller, Tellers	Non-Exempt	

GENERAL SUMMARY

Under general supervision, but following established policies and procedures, provides leadership and direction to the Tellers. Delivers exceptional customer service, aligned with the Credit Union’s core values and mission statement. Supervises sales and service programs to ensure goals are communicated, met and improved. Responsible for the efficient and effective delivery of products and services to members via the Tellers. Responds to questions and/or provides information upon request from members (internal and external). Processes requests/transactions, as appropriate. Assists members and potential members in understanding and utilizing Credit Union products and services.

MAJOR RESPONSIBILITIES

Teller Line Duties:

1. Maintains security and compliance with Credit Union Security Plan.
2. Serves as vault custodian (buys/sells cash as needed), and balances and troubleshoots ATM and cash recycler.
3. Overrides teller transactions based on authority within policy and procedure.
4. Conducts monthly audits: card stock inventory, official checks and money orders, night deposit contracts, and surprise cash/check audits for tellers.
5. Balances the branch at the close of each business day, which includes assisting tellers to resolve balancing discrepancies.
6. Responsible for daily and monthly reports: overrides and teller differences.
7. Performs teller transactions, both operational and sales oriented.
8. Schedules, trains and delegates duties to tellers.
9. Monitors teller performance by completing quarterly “Performance Objective” evaluations and coaches tellers on the spot and during one on one meetings.
10. Acts as the NCU Financial Branch Champion: qualifying referrals and scheduling appointments with Financial Advisors, coaching team members, motivating branch staff to meet goals, and scheduling call nights when necessary.
11. Partners with Branch Management Team to conduct morning huddles, weekly meetings, branch campaigns, etc.
12. Assists Branch Management with performance management, disciplinary actions, and employee evaluations.
13. Participates in the hiring process by screening resumes, interviewing candidates and providing feedback to management on potential Teller new hires.

QUALIFICATIONS:

Education

High school diploma or equivalent (GED) education required.

Experience/Skills/Knowledge:

1. Preferred: Minimum 3 years previous experience as an Assistant Head Teller/Teller/MSR. Demonstrated knowledge of CU policies and procedures.
2. Excellent verbal, written, telephone and interpersonal communication skills. Must possess a strong service orientation and willingness to sell products and services.
3. Excellent math ability and attention to detail.
4. Ability to learn and sell products and services.
5. PC proficient including Microsoft Office (Word, Excel, Outlook) and the Internet.
6. Ability to function in a financial institution branch environment and utilize standard office equipment including but not limited to: PC, fax, copier, currency counter, money order encoder, telephone, etc. Ability to lift a minimum of 25 lbs. (coin bags) Some travel required.

GENERAL DESCRIPTION:

In terms of physical requirements, this position requires work best described as:

- Sedentary Light Medium Heavy Very Heavy

PHYSICAL TASKS:

- Standing/Walking - Frequent
- Hearing - Ability to receive information through oral communication (face to face and telephone). - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word (face to face and telephone). – Continuous
- Reading – Ability to receive information through fax, e-mail, and text messages - Continuous

AUDIO / VISUAL:

- Requires vision to perform work dealing with data and figures and computer screens. -Continuous
- Requires ability to prepare and execute presentations, training programs and seminars.-Continuous

PSYCHOLOGICAL/MENTAL DEMANDS:

- Responds positively and productively to stressful internal (employee)/situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. - Continuous

Employee’s Signature		Date	
Manager’s Signature	_____	Date	_____
Human Resources’ Signature	_____	Date	_____