RRCU

JOB DESCRIPTION

Position Title:
Member Service Teller

Reports To:
Teller Supervisor and/or Branch Manager

Basic Function:
Opens all new Credit Union memberships and acts as a liaison between the member and Credit Union to assist the member with their financial needs.

Responsibilities:

- Greets members as they enter the lobby in an outgoing, courteous manner.
- Cross-sells products/services as needed to meet the financial needs of the individual member.
- Reviews membership applications for approval. Opens and provides information on all RRCU account types.
- Assists members with direct deposits, IRAs, CDs, check orders, address changes, automatic transfers, wire transfers, and other financial needs.
- Instructs members on the proper use of the Audio Response System, Home Banking, Bill Payer, plastic services (ATM/ITM, Check Card, and Gift Cards) and Moneyline transfers.
- Corresponds with members via the internet and/or mail answering questions and settling member service issues.
- Prints and reviews member statements or account histories. Provides counsel to members regarding the activity of their accounts. Makes corrections to accounts as needed.
- Opens, closes, and provides daily entry to safe deposit boxes; maintains safe deposit logs.
- Alert to warnings of fraud and able to detect and avoid possible fraudulent activity.
- Responsible for the security of their own negotiables until signed over to the proper designated employee.
- Performs the functions of a teller competently with little supervision. Cashes and deposits checks for members in accordance with operating procedures of RRCU.
- Disburses checks, takes payments, sells money orders, issues traveler's checks, and performs account transfers as requested by members.
- Balances cash drawer daily when performing teller duties.
- Must set an example of professionalism.
- May serve as a RRCU notary.
- Adheres to all Red River Employees Federal Credit Union policies and procedures.
- Performs other related duties as assigned.

Qualifications:

- Two or more years of experience with a financial institution, working in a teller and customer service-related position.
- High school diploma or the equivalent, with some college preferred.
- Competent computer skills and use of standard office equipment.
- Friendly, outgoing, well-groomed, tactful, compassionate, enjoys public contact, reliable, flexible, alert to member needs and aware of surroundings. Able to use good judgment and make decisions.
- Ability to meet, speak, and deal effectively with people, being professional always.
- Must maintain a neat and professional appearance.
- While the following list is not exhaustive and may be supplemented, identified physical requirements include

the ability to communicate in an effective manner, being able to work at quick and steady pace, climb occasionally on safe deposit box ladder, sitting, and bending. Some lifting, not to exceed 25 pounds.

- Ability to follow the core values of Team-Focused, Excellence, Authenticity, and Leading in Innovation.