

TELLER (MSR) JOB DESCRIPTION

Responsibilities: As a front line representative of Mokelumne Federal Credit Union, you are expected to greet our branch visitors with a welcoming smile. Each and every experience our members have are to be provided in a positive and professional manner. The teller line is the member's first impression therefore, customer service is our top priority.

Duties and Responsibilities

- Greet and welcome members to the credit union in a courteous, professional and timely manner
- Provide prompt, accurate and efficient member transactions
- Processes incoming mail or email transactions as needed
- Perform routine member transactions including deposits, withdrawals, cash advances, loan payments, transfers, check cashing, and amusement park tickets sales
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services
- Maintain up-to-date and comprehensive knowledge of policy and procedures in which the credit union follows including robbery and personnel
- Promote all services offered by the credit union as it pertains to member's needs and benefits of having such products
- Keep members informed of credit union services and policies, including types of available accounts, interest and dividend rates, payroll deduction options and other related services
- Understanding and monitoring of fraud prevention and detection procedures
- Balance cash drawer at designated times to computer totals
- Scan daily work and perform such other teller functions that might be needed from time to time
- Ensure that teller station is kept clear of clutter and area is kept clean
- Opening and maintenance of new Membership Accounts which include, Trusts, FBO, IRA and Certificate of Deposit
- Perform all other duties as assigned

Performance Standards:

Must fully understand credit union products and services and be able to assist members to use these products and services. Has the responsibility to have a cooperative and positive attitude toward members and credit union staff while maintaining a professional appearance and demeanor.

Language Skills:

Must be able to speak, read and write English

Communication Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to members, and other employees of the credit union. Ability to listen and comprehend instructions being given.

Other Skills and Abilities:

- Ability to operate standard office equipment and tools, such as personal computer, postage machine, fax, copier, telephone and 10 Key
- Ability to accurately handle cash in a speedy manner when dealing with members and balancing cash before and after use
- Familiar with basic products and services offered by competitors and how they differ from those offered by the credit union
- Must demonstrate the ability to achieve individual and team goals

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. Mokelumne Federal Credit Union is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Individuals interested should send their resume to: cujobs@mfculodi.org